





PRONTO SUPPORT CENTER

Call (619) 595-5636 support@ridepronto.com

02/06/2024

ONLINE APPLICATION Sample Eligibility Documents

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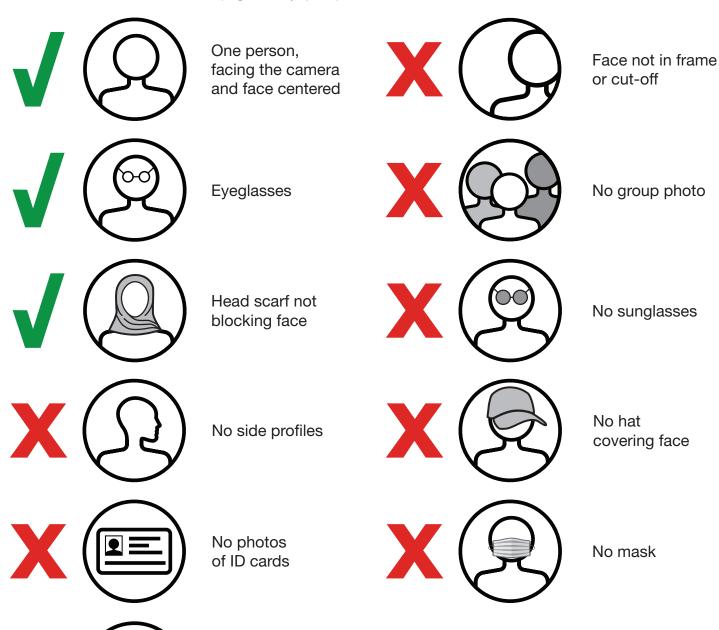
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Profile Picture Examples

Please see below for examples of profile photos that will be accepted or rejected as part of the online application for a reduced fare. Please note, the system will automatically filter certain images out and not allow submission (e.g. nudity, pets).



No blurry photos



Government Issued Photo ID Examples

Below is a list of example government issued photo IDs accepted for proof of identity. Please note, this is not an exhaustive list of all accepted document types.

Driver's License or Real ID



Passport (Book or Card)





Permanent Residency Card



Employment Authorization Card

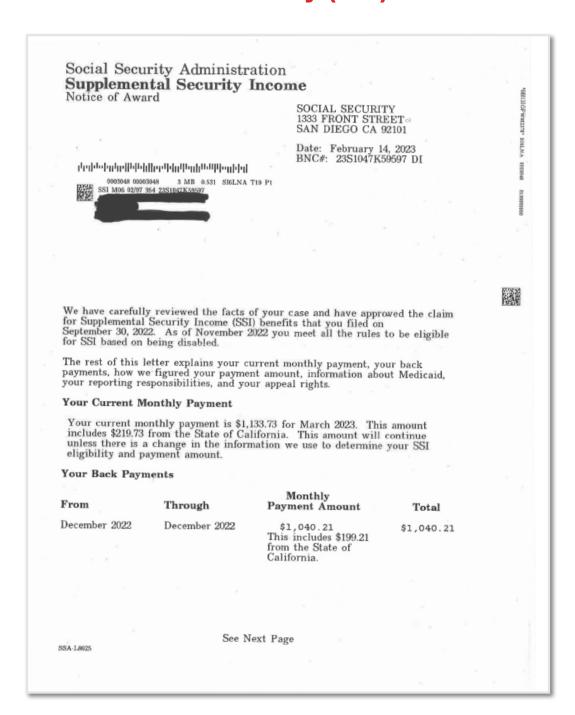


Foreign Government ID





Supplemental Social Security (SSI) Award Letter





Social Security Disability Income Letter

Social Security Administration

Retirement, Survivors and Disability Insurance Notice of Award

Office of Central Operations 1500 Woodlawn Drive Baltimore, Maryland 21241-1500 Date: March 1, 2022 Claim Number: xxx-xxxxxHA

Matthew Claimant 123 Claimant Lane Somewhere, NC 28996

You are entitled to monthly disability benefits beginning June 2021.

The Date You Became Disabled

We found that you became disabled under our rules on December 7, 2020. However, you have to be disabled for 5 full calendar months in a row before you can be entitled to benefits. For these reasons, your first month of entitlement to benefits is June 2021.

What We Will Pay And When

- You will receive \$7,356.00 on approximately March 7, 2022.
- This is the money you are due for June 2021 through February 2022.
- Your next payment of \$1,065.00, which is for March 2022, will be received on or about the second Wednesday of April 2022.
- After that, you will receive \$1,065.00 on the second Wednesday of each month.
- These and any future payments will go to the financial institution you selected.

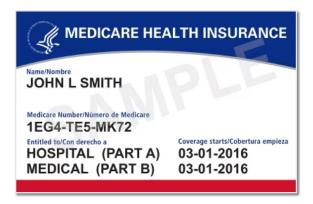
Please let us know if you change your mailing address so we can send you letters directly.

The day we make payments on this record is based on your date of birth.

Enclosure(s): Pub 05-10153 Pub 05-10058 Return Envelope Form CMS-2690



Medicare Card



MTS or NCTD Approval Letter



SDM Eligibility 100 16th St San Diego, CA 92101 619-398-9572

Date

Name Address Address

Dear Name,

Thank you for your interest in the San Diego Metropolitan Transit System (MTS) Reduced Fare Program. Your application for reduced fare has been approved. You can use this approval letter to obtain a reduced fare (SDM) PRONTO card. Your MTS SDM Reduced Fare eligibility will be valid until Date

To obtain your new SDM PRONTO card, you can either:

 Take this letter with you to the Transit Store, located at: 1255 Imperial Avenue, 1st Floor San Diego, CA 92101 Monday through Friday 8:00 am to 4:50 pm

Please bring your current state or government-issued photo ID (driver's license, state ID card, or passport). Photocopies will not be accepted. You will have the choice between a personalized PRONTO card (\$7), generic PRONTO card (\$2), or to use a virtual PRONTO card in the PRONTO mobile app (no cost).

Alternatively, you may order a PRONTO card (\$2) or convert an existing PRONTO card
to the reduced SDM fare online at ridepronto.com. You will need to upload this letter, a
copy of your photo ID, and a current profile image.

Please direct any questions you may have to the PRONTO Support Center at 619-595-5636.

Sincerely,

MTS Reduced Fare Eligibility



MTS Access Paratransit Certification



UNCONDITIONAL ELIGIBILITY

11/14/2023

PARATRANSIT I.D. #: M428780

Andrew Test 5555 Street Rd , 2424 San Diego, CA, 92583

Dear Andrew Test,

Thank you for completing the San Diego Metropolitan Transit Systems (MTS) Americans with Disabilities Act (ADA) Access eligibility process. According to federal regulations, a person is eligible for ADA paratransit only if disability(ies) and/or functional abilities prohibit them from using regularly scheduled fixed route bus and light rail trolley service some, or all of the time.

Based on established guidelines and information from your application, health care provider verification, and in-person assessment you are **UNCONDITIONALLY ELIGIBLE** for MTS Access for **ALL TRIPS** with **Curb-to Curb** service. Some trips are provided by taxi. You are approved for MTS Access taxi program.

This letter is proof that you are eligible for the MTS ADA Access program; your application, health care provider verification, and in-person assessment indicated that you are currently unable to perform the necessary tasks for independent travel on fixed route service. We have enclosed information which explains the MTS Access program and how to schedule your ride. If you travel to cities outside the San Diego area that have ADA paratransit service, you are eligible to utilize their services for 21 days each veer

Your eligibility will expire on 11/30/2028.

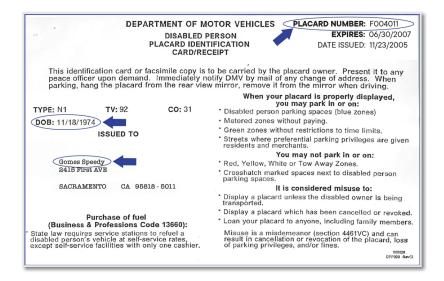
If you have any questions about your certification, feel free to call the MTS Access Eligibility Center at 844-299-6326 between 8:00 am and 5:00 pm Monday thru Friday. Please notify us if your situation or disability changes, or if you no longer need to use ADA paratransit transportation.

Sincerely, Mobility Assessment Evaluator

Enclosures: MTS Access Riders Guide



DMV Placard ID/Receipt



California Transit Agency Reduced Fare ID or Complementary Paratransit ID

Reduced fare and paratransit IDs vary between agencies. Below are a few examples from other California transit agencies that are accepted by MTS for approval of a Senior, Disabled or Medicare reduced fare.







Veterans Administration Award Letter

Accepted letters from the Veterans Administration must show that a minimum of 50% of your disability is service-related.



DEPARTMENT OF VETERANS AFFAIRS 810 Vermont Ave NW Washington, D.C. 20420

July 1, 2021

John Michael Doe 5445 Honor Drive Hope, AR 71802 In Reply Refer to: xxx-xx-4321 27/eBenefits

Dear Mr. Doe,

This letter certifies that John Michael Doe is receiving service-connected disability compensation from the Department of Veterans Affairs.

The current benefit paid is as follows:

Gross Benefit Amount \$4268.39

Net Amount Paid \$4268.39

Effective Date January 1, 2021

Combined Evaluation

100 percent

How You Can Contact Us

- If you need general information about benefits and eligibility, please visit us at https://www.ebenefits.va.gov or https://www.va.gov.
- Call us at 1-800-827-1000. If you use a Telecommunications Device for the Deaf (TDD), the number is 1-800-829-4833.
- Ask a question on the Internet at https://iris.custhelp.va.gov.

Sincerely,

Cheryl J Rawls
Assistant Deputy Under Secretary for Field Operations
Office of Outreach and Stakeholder Engagement



K-12 School IDs and Enrollment Forms

Youth riders may submit a current, valid student photo ID card from a K-12 school. School IDs must show the students name, photo, grade level and school year. IDs must be the current school year, or the school year prior (for students a junior or younger). In addition, we will also accept school enrollment forms (see examples below).

