

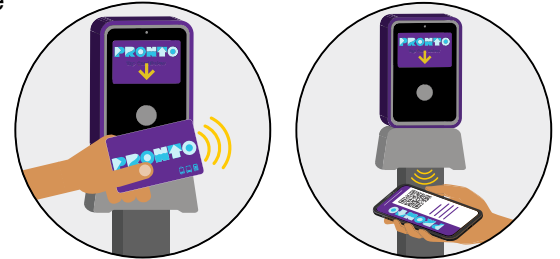


## Retiree Transit Passes Now on PRONTO



MTS has upgraded to the PRONTO fare system and your Lifetime/Retiree transit pass needs an upgrade, too. You will no longer show a badge, but instead will use the PRONTO mobile app that MTS will load with your retiree transit pass. To get started, retirees must complete this survey - [CLICK HERE](#).

Please be prepared to provide the following items when completing the survey. You will need to provide each of the following items for you and your eligible spouse/domestic partner (if registering).



- PRONTO virtual card number/s. Create a PRONTO mobile account to obtain a virtual card number. Separate accounts must be created for you and your eligible spouse/domestic partner
- A photo or digital copy of your lifetime badge (or similar)
- A photocopy of your ID
- A recent digital photo
- Marriage certificate (only required for eligible spouse/domestic partner enrollments)

Once you've created your virtual card and completed the survey, MTS Human Resources will review and send approval to the PRONTO Support team. The PRONTO Support team will load your Retiree pass to your PRONTO virtual card, and send you an email when you're all set to ride. **Please be patient, as this process may take up to ten business days.**

### 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.) If you do not have a smart phone and need to travel with a physical PRONTO card, please email [jobs@sdmts.com](mailto:jobs@sdmts.com) for assistance.

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



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

Once your photo is added to your PRONTO account, you will not need to travel with a government-issued photo ID for fare inspection proof of eligibility when riding.

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

Retirees who need access to NCTD services (SPRINTER, BREEZE, COASTER) should load money or purchase an NCTD Pass to their account, in addition to the \$0 MTS Pass. **Please note:** When riding the COASTER, you must tap/scan before you board and when you exit as well.

**PLEASE NOTE:**

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