



Published on *MTS Intranet* (<https://mtsnet.demosite.us>)

[Home](#) > New Transit Fare System Takes Center Stage in San Diego

Thursday, September 30, 2021

- **PRONTO images and b-roll can be found on [Dropbox](#)**

San Diego – Beginning October 1 transit riders will have a new way to pay for transit as the San Diego Metropolitan Transit System (MTS) and North County Transit District (NCTD) officially roll out the new PRONTO fare collection system.

The month-long Ride Free with PRONTO September promotion offered to help riders transition to the new system ends September 30. After that, riders will need to add money to their PRONTO card or app to ride public transit. The transit agencies distributed more than 120,000 PRONTO cards and 100,000 app downloads for free between August and September to prepare riders for the transition.

“Offering a month of free rides and issuing free PRONTO cards helped riders convert to PRONTO and learn about the new system,” said Nathan Fletcher, MTS Board Chair and Chair, San Diego County Board of Supervisors. “Beginning October 1, riders will get to use all features that will make riding easier and more accessible with PRONTO, such as fare capping, instant account reloads, and free transfers for up to two hours on one-way fares.”

“Equitable access and flexibility are two pillars that really distinguish PRONTO,” said Tony Kranz, NCTD Board Chair and Deputy Mayor of Encinitas. “The system is accessible across most mobile devices, online, at stations, the MTS Transit Store, NCTD Customer Service Centers and at retail locations.”

Some of the best features of PRONTO include:

- **Fares:** Fares will remain the same cost as before. There will be no extra costs for riding with PRONTO.
- **Best Fare:** Riders will always get the best fare. A rider will never be charged more than a Day Pass in a given calendar day or a Month Pass in a given calendar month regardless of how many trips/taps they make. *Fare capping does not apply to COASTER.
- **No Advance Purchase Necessary:** Riders will not need to buy a month pass in advance. Riders can earn-as-they-go by adding money to their PRONTO account during the month. Every time someone taps to board a vehicle, the appropriate one-way fare is deducted from the balance. But they will never be charged more than the value of Month Pass no matter how many times they ride.
- **Real Time Tracking:** Riders will be able to track their progress toward a Day or Month Pass on the PRONTO app or online account.
- **Back to Basics:** Riders will still have the option to buy a Month Pass in advance for all

buses, Trolley and SPRINTER. COASTER will require up-front payment for a Day or Month Pass, and the SPRINTER/BREEZE monthly pass is on sale now.

The PRONTO app can be downloaded for free from the App Store and Google Play, and enables riders to quickly add money and purchase one-way fares and day and monthly passes. The PRONTO card is available at participating Vons and Albertsons (beginning October 11) and more than 70 other retail outlets (beginning October 5) as well as the Transit Store, Customer Service Centers, and ticket vending machines.

The Ride PRONTO website will allow people to register cards and purchase fares, review order history, add payment methods, set up a customized dashboard, and more.

MTS operates 95 bus routes and three Trolley lines across 10 cities and unincorporated areas of San Diego County. Frequencies and spans have been restored to near-pre-COVID-19 levels. Updated schedules can be accessed on the MTS website. MTS requires people to wear face coverings at all times and practice physical distancing when possible.

###

News Category:

San Diego

Source URL:<https://mtsnet.demosite.us/news/new-transit-fare-system-takes-center-stage-san-diego>