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On Wednesday, June 28, MTS passengers will be able to stash cash for future use on their Compass Cards. The new fare function is called Compass Cash. It's another convenience MTS is offering to passengers to complement other new MTS fare purchasing options like Compass Cloud. Here are some highlights for Compass Cash and an overview of how it works. Our customers are likely to have lots of questions:

Compass Cash Passenger Conveniences

- Avoiding ticket vending machine lines
- No need for exact change for bus fareboxes
- Store up to \$300 on a Compass Card for future use
- Just tap and go for one-way fares!

Step-by-Step Instructions for Passengers

1. Getting a Compass Card

Passengers must get a Compass Card prior to loading cash value on it.

2. Loading Compass Cash onto a Compass Card MTS passengers can load Compass Cash at ticket vending machines, in-person at the MTS Transit Store, online at sdmts.com or 511sd.com, or by calling the Compass Service Center at 619-595-5636.

3. Using Compass Cash

For One-Way Fares – *Trolley and Bus*

- Passengers tap station validator or farebox before boarding.

For Day Passes – *Trolley*

Passengers must purchase/activate Day Passes at ticket vending machines prior to boarding.

For Day Passes -- *Bus*

Prior to tapping the farebox, passengers must tell the operator that they want to use Compass Cash to purchase a Day Pass. Otherwise, the system will only deduct a one-way fare.

4. Protecting Compass Cash

Passengers should register their Compass Cards at 511sd.com for balance protection. Registered Compass Cards that are lost can have the remaining balance transferred to a new card. If an unregistered Compass Card is lost, any remaining Compass Cash balance will be lost. There are no refunds. Compass Cash

Q & A for Employees:

Is Compass Cash replacing the Compass Card?

No. Passengers will have all the same payment options as before. Compass Cash gives passengers the added option of storing cash value on their Compass Cards to purchase one-way and Day Passes as they need.

What if a customer asks me for a fare refund on Compass Cash?

Employees should direct passengers to call the Compass Card Call Center at 619-595-5636 during normal business hours. Additionally, the MTS Marketing Department is creating business cards with basic Compass Cash information and the call center phone number. The business cards will be available

to operators, security personnel, ambassadors and other employees to pass out to customers who have questions about Compass Cash. Ask your manager or supervisor if you need some business cards for distribution.

Can passengers load cash onto their Compass Cards when boarding the bus?

No. Compass Cash cannot be loaded on bus fareboxes. Compass Cash can be loaded at ticket vending machines, in-person at the MTS Transit Store, online at sdmts.com or 511sd.com, or by calling the Compass Service Center at 619-595-5636.

What about when NCTD passengers transfer to MTS? Will Compass Cash work for both systems?

Yes. Compass Cash works for both NCTD and MTS services. All the same rules apply with Days Passes and one-way fares when using Compass Cash with Compass Cards on both NCTD and MTS services.

If multiple one-way fares are purchased that exceed \$5 in a day, will a Day Pass be automatically loaded?

No. Each time a person taps, a one-way fare will be deducted. People may transfer on Trolleys within two hours when traveling in the same direction. There are no transfers between buses. People taking multiple trips in one day should consider purchasing a Day Pass.

Visit the [MTS website](#) for the Take One and a more comprehensive FAQ

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