



FREE Transit Passes Available for Employees



Starting July 1, 2023, City of San Diego employees, including interns and volunteers, will be eligible for a free transit pass. **The City of San Diego Employee U-Pass program provides you unlimited access to MTS bus and Trolley services, at no cost to you.** Follow the steps below to get set-up with PRONTO, the MTS transit fare app, and download your free pass today!



TO ACCESS YOUR EMPLOYEE U-PASS:

1. **Download the PRONTO application** on your Apple or Android device.



2. Complete all the steps outlined on the following page ([Step-by-Step Guide](#)), or watch the [U-Pass video](#) for instructions

Click the icon below to watch the U-Pass instructional video



Scan the code below to access the U-Pass instructional video



Additional questions?

Call PRONTO Support: **(619) 595-5636**

Email: Support@RidePRONTO.com



Step-by-Step Guide

Follow the steps below to access your U-Pass or watch the [U-Pass video](#)

Please note: The following instructions are for accessing a virtual U-Pass card on the PRONTO app. If you have a physical card, do not follow these instructions and email TAPAdmin@sandiego.gov for further assistance.

Downloading the City of San Diego Employee Transit Pass on PRONTO:

1. Search 'PRONTO San Diego' in the Apple or Google Play stores to download the app
 - a. Employees must register using your official City of San Diego email address.
 - b. Please note: If you do not use the official employer email address, you will be unable to link to the employee program and download the free pass.

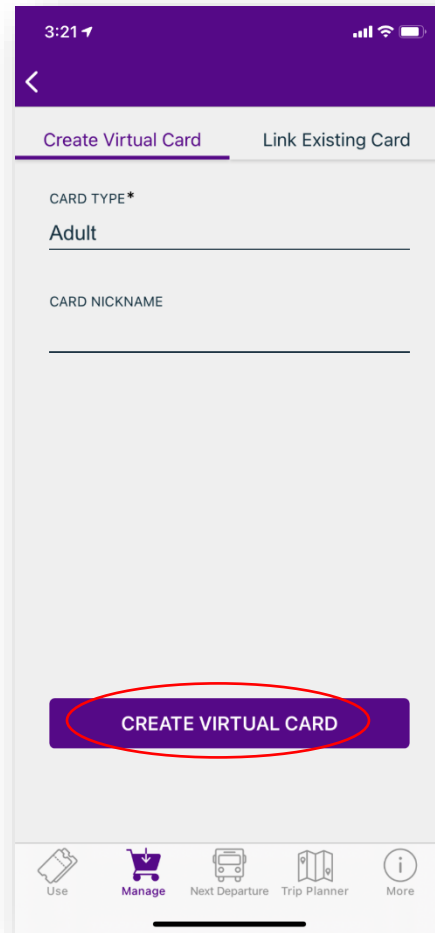
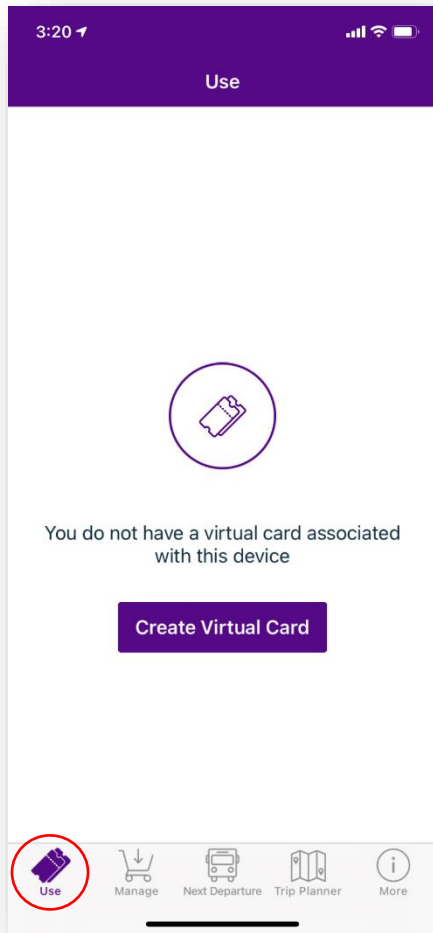
Images:

The screenshot shows the 'Sign In' screen of the PRONTO app. At the top, the time is 11:57. Below the PRONTO logo, there are input fields for 'Email' and 'Password'. A 'Show' link is next to the password field. A purple 'SIGN IN' button is centered below the fields. Below the button is a link for 'Forgot Password?'. A horizontal line with 'OR' in the center separates the sign-in section from the sign-up section. At the bottom of the screen, there is a navigation bar with icons for 'Use', 'Manage', 'Next Departure', 'Trip Planner', and 'More'. A link 'Don't have an account? Sign up' is located below the 'OR' separator.

The screenshot shows the 'Sign Up' screen of the PRONTO app. At the top, the time is 11:57. Below the PRONTO logo, there are input fields for 'Email*' (with a note '(this will be your username)'), 'First Name*', and 'Last Name*'. There are also input fields for 'Password*' and 'Confirm Password*', each with a 'Show' link. A note below the password fields states: 'Password must be at least 8 characters, and contain each of the following: one upper-case letter, one lower-case letter, one number and one special character.' Below the input fields is a section for terms and conditions, starting with '* Required Field' and a radio button for 'I agree to the [Mobile App Terms](#)'. A paragraph of text follows: 'Your personal information will be used to maintain your online account, communicate with you, provide e-tickets and process payments.' A purple 'Sign up' button is at the bottom of the screen.

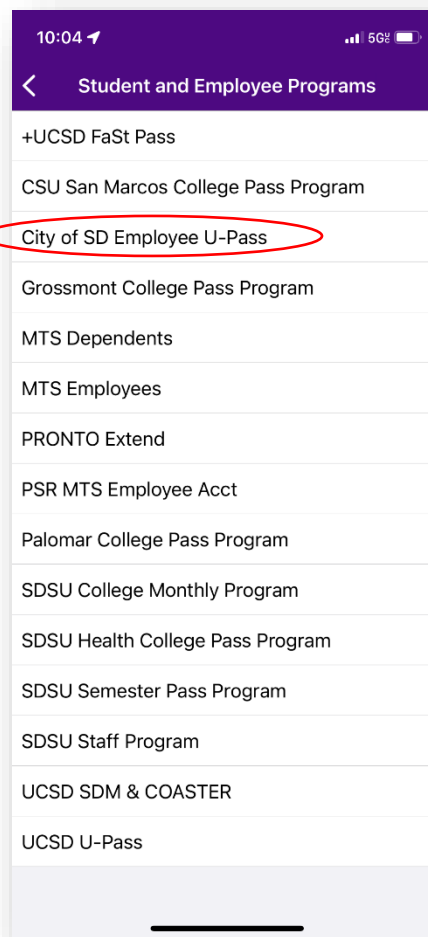
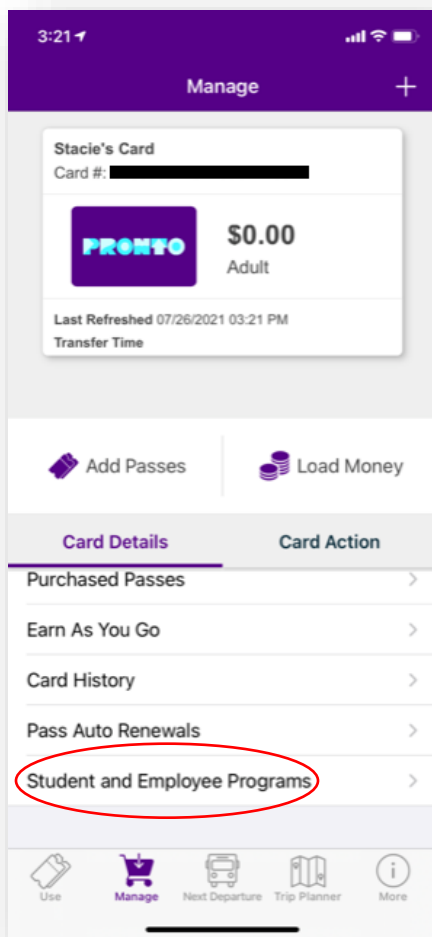
Creating a Virtual Card

2. Once in the app, under the 'Use' tab, select the option to 'Create Virtual Card'
 - a. The 'Card Nickname' is optional on the second screen, just select the create virtual card option



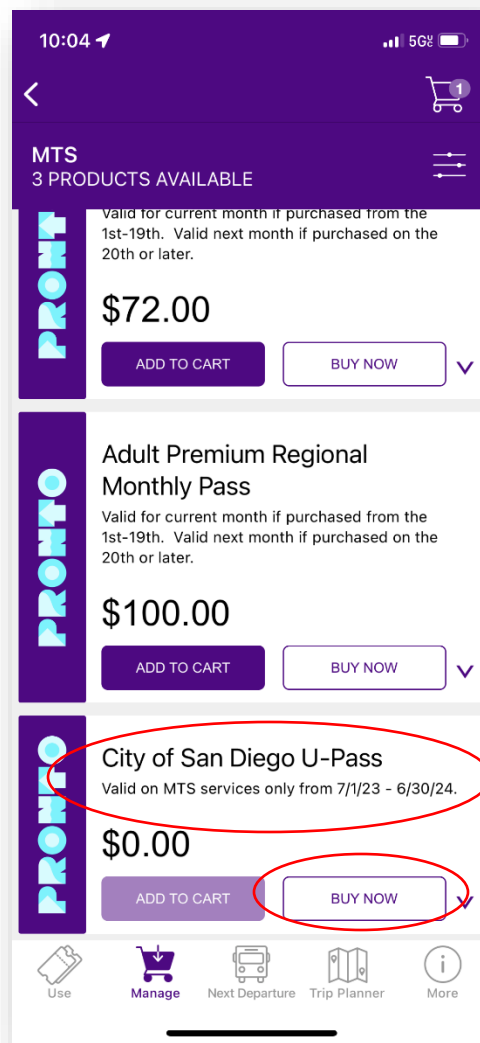
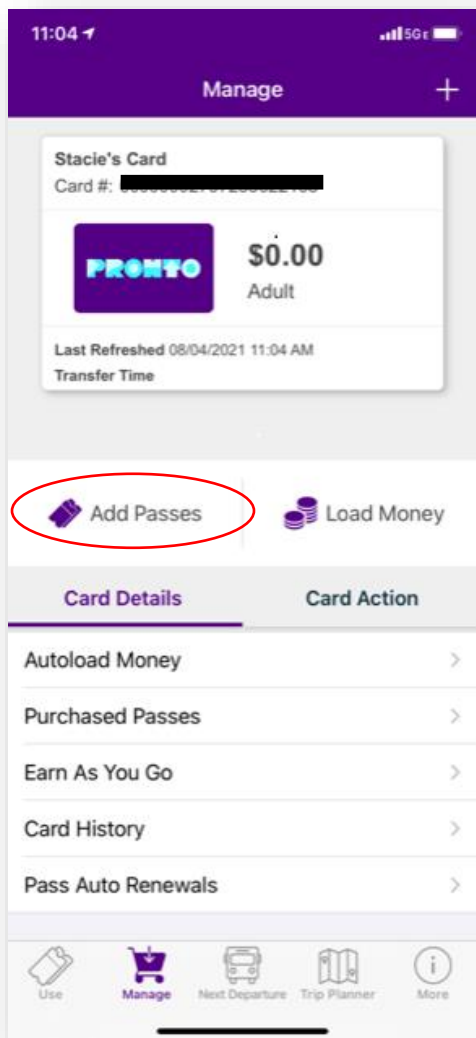
Connecting to the City of San Diego Employee U-Pass Program

3. Under the 'Manage' tab, select 'Student and Employee Programs'
4. Select 'City of SD Employee U-Pass' program
 - a. You should receive a 'Link Successful' message.
 - b. If a 'Link Unsuccessful' message is received, ensure you are registered with your official City of San Diego email address. Ensure you selected the correct program. If you continue to receive an error message, please contact TAPAdmin@san Diego.gov for additional help.
 - c. *Please note: Sworn law enforcement officers are not eligible to sign-up for the employee program, as they already receive free transit access as a sworn peace officer.*



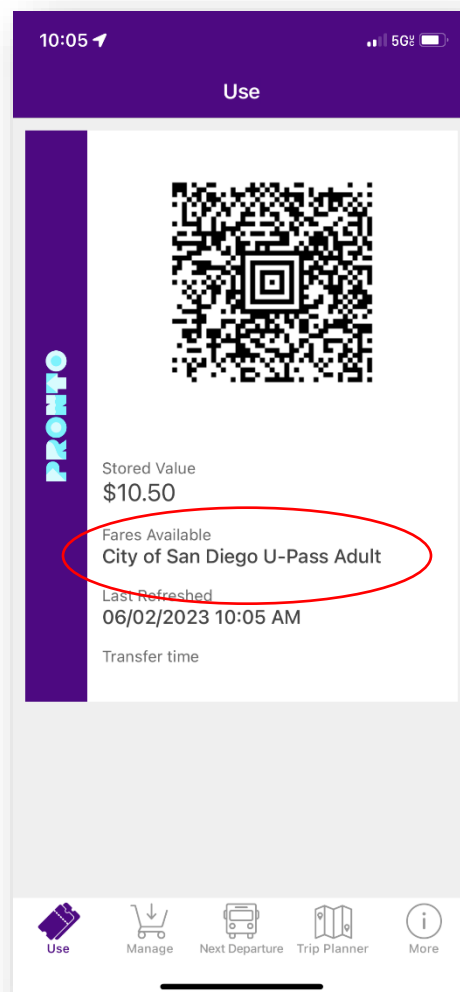
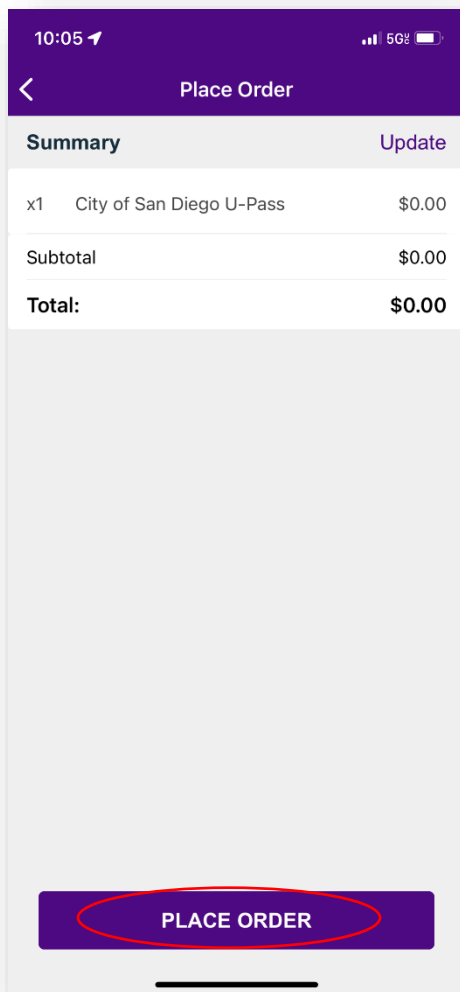
Adding the Employee U-Pass to Your Phone

5. After you have successfully connected to the City's Employee U-Pass Program, go back to the 'Manage' tab and select the 'Add Passes' option
 - a. On the next screen, select the City of San Diego U-Pass
 - b. Please note: there are several pass options that will appear. Ensure you select the correct **\$0 City of SD Employee U-Pass**
 - c. If you reside in North County and need access to NCTD services (SPRINTER, BREEZE, COASTER), please contact TAPAdmin@sandiego.gov to request that pass separately.
 - d. Select 'Buy Now'



Check Out and Start Using Pass

- Once in the cart, select 'Place Order' to complete your pass download. You do not need to add a payment method, and the pass is \$0 in the app.
- After you place your order, the pass will show up on the 'Use' tab, and the pass type will display under the barcode for 'Fares Available' (you can also view this under the 'Manage' tab, and select 'Purchased Passes')
- The City of San Diego Employee U-Pass only needs to be downloaded to your device once a year.
 - The Employee U-Pass is valid from July 1 through June 30.
 - Please note: If you are downloading your pass for the first time before July 1, your pass will show up under 'Purchased Passes' in the 'Manage' tab only, and then starting July 1 will be visible on the 'Use' screen.
- When ready to ride, be sure to scan the barcode at a validator before boarding.



FREQUENTLY ASKED QUESTIONS:

Who is eligible for this program?

The City of San Diego Employee U-Pass program is open to almost all active City of San Diego employees, including volunteers and interns. Sworn law enforcement officers will not be eligible to enroll in the u-pass program, as they already receive free transit access when traveling with ID.

What services can I use my transit pass on?

The City of San Diego Employee U-Pass is valid for all fixed-route MTS bus and Trolley services, including Rapid Express 280/290 service on I-15. The u-pass is not valid for door-to-door paratransit trips, or on North County Transit District (NCTD) BREEZE, SPRINTER or COASTER services.

I live in North County. What do I do if I need access to NCTD services?

NCTD Services available to employee living in North County include the BREEZE, SPRINTER or COASTER.

- **COASTER:** Employees will still be able to enroll in subsidized COASTER passes through the SAP Portal. Check out the monthly cost and enrollment instructions for more information.
- **SPRINTER** and **BREEZE:** Access to SPRINTER/BREEZE is available through request and approval from the City. Please contact the Transportation Alternatives Program at TAPAdmin@sanidiego.gov if you believe you qualify and need access to NCTD BREEZE/ SPRINTER.

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.

What do I do if I do not have a smartphone?

The City of San Diego Employee U-Pass program is administered through the PRONTO app. If you do not have a smartphone available to you, please contact TAPAdmin@sanidiego.gov for additional assistance.

Do I need to travel with proof of eligibility?

Yes, employees should travel with their City of San Diego work badge should fare inspection ask for proof of eligibility when riding.

Employees will only need to download the pass once a year. Your employee u-pass is valid from July 1 through June 30. To start using your City of SD Employee U- Pass with PRONTO, simply scan the app QR code at a validator before boarding the Trolley, or when boarding the bus.

Additional questions?

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