



Reduced Fare Verification

Step-by-Step Instructions



Many Senior, Disabled and Medicare (SDM) and Youth riders have temporary access to discounted and free fares on their PRONTO card. In order to keep riding with a free or discounted (including the Youth Opportunity Pass), **riders must provide proof of their age (seniors and youth) or other eligibility for a discounted fare (disabled riders and Medicare recipients) before January 31, 2025.**

To Verify Your Eligibility ONLINE

Have the following ready:

- An email address
- A valid document confirming you are eligible for a Youth or SDM pass
- A profile photo of yourself (a selfie, for example) *You cannot take a picture of your ID for this*
- If you are under 13, you will need a trusted adult to help you complete the form

To apply in-person, go to the MTS Transit Store or an NCTD Customer Service location.

Here's how to use the PRONTO website:

1. Click 'Login' in the upper right corner on a computer (or, select the person icon on a mobile phone). If you have the PRONTO app, use your same login information on the website. If you need to create a new account, select the option to **'Register.'**
2. If you don't see your card number listed on the 'My Cards' page, select 'Add a Pronto Card.' If your card is already in the account, select 'Apply for Youth, Senior, Disabled Pass' in the menu options.
3. Scroll to the bottom of the terms and conditions, then click 'I Agree.'
4. Click 'I have a PRONTO card,' and on the next screen, select your card and the appropriate category for the 'Reduced Fare Type.'
5. After you click 'Next,' you will see a pop-up screen. If you are a youth or senior AND have a driver's license, passport or Real ID, select 'Yes.' If you do not, select 'No.' **Students using a school ID or other school form must select 'No.'**
6. Enter your first and last name, then type in your birthday (MM/DD/YYYY).*
7. Upload a copy of your ID and/or other eligibility document, if applicable.
8. Upload a picture/selfie of yourself. Your face must be showing (no masks or sunglasses), no one else should be in the picture and it cannot be a picture of your ID.
9. After you submit the photo and document(s), center your photo in the square, and confirm your information is correct, then click 'Submit.'

If your application was approved automatically (youth and seniors who applied with a license or passport), you will get a confirmation message on screen, and see your new expiration date on the 'My Cards' page. If your application is being reviewed for approval, you should receive an email confirming your card has been verified within a few business days. Check your inbox for any emails sent from the PRONTO team in case they have a question or problem with your submission.

* If you are under 13, after you enter your birthday, enter the email of a trusted adult. They will receive a code that you need to enter within 10 minutes.



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tinyurl.com/pronto-app-faq



NORTH COUNTY
TRANSIT DISTRICT