

# **NORTH COUNTY TRANSIT**

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## **SAN DIEGO RAILROAD**

### **Board Policy No. 20** **Complimentary Transit Passes**

#### Summary

This policy establishes the procedures and requirements regarding the distribution of North County Transit – San Diego Railroad (NCTD) complimentary transit passes, pursuant to Resolution No. 23-06, dated October 19, 2023.

#### Background

NCTD distributes a limited number of complimentary passes each year. NCTD issues complimentary passes valid for use on various modes of service within the region (inclusive of BREEZE, SPRINTER, FLEX, and COASTER).

#### 1. Pass Distribution to the Public

Complimentary passes are provided upon approval of the divisional chief(s) responsible for Customer Service and/or Marketing. Passes are issued after the completion of the Complimentary Pass Request Form via the Document Management System (currently Laserfiche). This form requires a description of the event or purpose that substantiates the need for a complimentary pass(es).

NCTD is authorized to distribute complimentary passes for the following purposes:

1. Improve customer satisfaction. NCTD may offer a complimentary pass to minimize customer dissatisfaction due to inconvenience and/or service quality. Customer Service Department staff may request a complimentary pass for a customer under the following circumstances:
  - a. If, through no fault of the customer, he/she experiences a service disruption in their trip.
  - b. In an event of possible void/refund transaction, the customer would accept a complimentary pass rather than a cash refund.
  - c. Other possible customer satisfaction events that occur, as determined on a case-by-case basis at the discretion of the Director of Customer Experience or designee.
    - i. Complimentary passes are tracked in CRM Dynamics under Case Related Complimentary Passes. The following information is tracked: Related case number, pass number, pass type, error, reason or notes, incident date and time, date of issuance. All passes issued via case related complaints are issued with a cover letter.
2. Promote NCTD services. Communications and marketing staff, as well as community outreach staff, may distribute complimentary passes to individuals targeted through a specific marketing promotion or campaign.
3. Discounted, free tickets and passes may be used to promote increased use of NCTD's transit system.

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- a. To provide an individual with an incentive to take their first trip on the transit system;
  - b. To promote NCTD's transit system to guests, students, and/or dignitaries when attending transit related business or related functions.
4. Public Interest exception. Passes may be distributed to non-profit, governmental, social service, and educational organizations that promote general welfare in NCTD's service area.

Employees who receive complimentary passes are responsible to distribute these passes in accordance with the intended purpose. Misuse or unauthorized distribution of these passes is subject to disciplinary action including, but not limited to, employment termination.

### Pass Distribution to Board Members

At the beginning of their year term on the Board, each Board member and alternate receives one PRONTO Card transit pass. The Board member may use this pass to travel on BREEZE, SPRINTER, COASTER, MTS Bus, MTS Rapid, MTS Rapid Express, and Trolley. This pass is issued to cover public transit costs in the NCTD service area for each Board member during their term on the NCTD Board. This pass is non-transferable, and NCTD's Clerk of the Board will collect this pass when each Board member leaves their position on the Board.

Board members and alternates do not receive complimentary passes for distribution.

Board members and alternates do not receive complimentary passes, PRONTO Cards, or a lifetime pass upon concluding their service on the NCTD Board of Directors.

### Pass Distribution to NCTD Employees

As noted in the NCTD Employee Handbook, all NCTD employees and eligible dependents will be issued a PRONTO card transit pass valid for use on BREEZE, SPRINTER, FLEX, and COASTER. Employees (excluding dependents) may also use MTS Bus, MTS Rapid, MTS Rapid Express, and Trolley, contingent upon an established agreement between NCTD and MTS. For additional information, please refer to the NCTD Employee Handbook.

### Pass Inventory Control

The Finance Division manages the physical inventory of complimentary passes and are distributed upon approval of the completed Complimentary Pass Request Form.

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Approvals



Board Chair

10/23/2025

Date



Chief Executive Officer

10/23/2025

Date



Deputy Chief Executive Officer/  
Chief General Counsel

10/23/2025

Date

DATE	REVISION No.	RESOLUTION No.	COMMENTS
10/18/2012	ADOPTED	12-10	
10/17/2013	1	13-07	2013 REVISION
10/16/2014	2	14-04	2014 REVISION
11/19/2015	3	15-08	2015 REVISION
10/20/2016	4	16-10	2016 REVISION
10/19/2017	5	17-10	2017 REVISION
10/18/2018	6	18-09	ATTACHMENTS REMOVED FROM POLICY.
10/17/2019	7	19-06	2019 REVISION
10/15/2020	8	20-08	2020 REVISION
10/21/2021	9	21-05	2021 REVISION
10/20/2022	10	22-18	2022 REVISION
10/19/2023	11	23-06	2023 REVISION
10/17/2024	12	24-08	2024 REVISION: UPDATES TO POSITION TITLES AND GENDER-NEUTRAL PRONOUNS THROUGHOUT
10/23/2025	13	25-06	2025 REVISION: UPDATES TO LOGO AND POSITION TITLES. UPDATES TO TRACKING MECHANISM OF COMPLIMENTARY PASSES