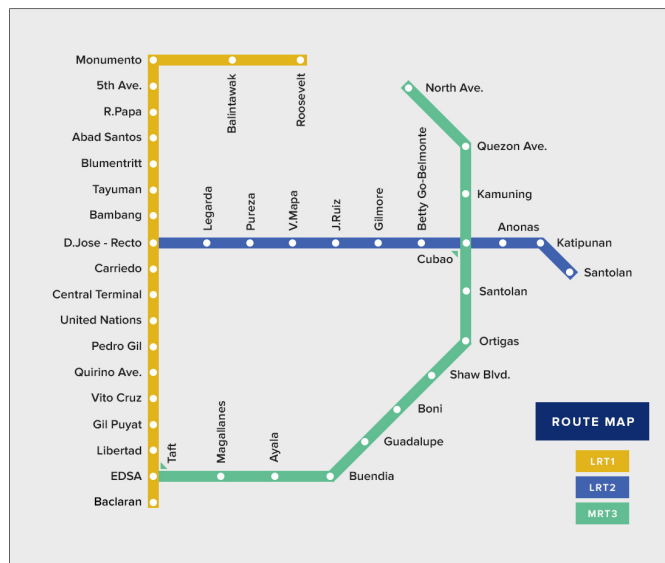


Fare Matrix													
	NORTH	QUEZON	KAMUNING	CUBAO	SANTOLAN	ORTIGAS	SHAW BLVD.	BONI	GUADALUPE	BUENDIA	AYALA	MAGALLANES	TAFT
NORTH		13.00	13.00	16.00	16.00	20.00	20.00	20.00	24.00	24.00	24.00	28.00	28.00
QUEZON	13.00		13.00	13.00	16.00	16.00	20.00	20.00	20.00	24.00	24.00	24.00	28.00
KAMUNING	13.00	13.00		13.00	13.00	16.00	16.00	20.00	20.00	20.00	24.00	24.00	24.00
CUBAO	16.00	13.00	13.00		13.00	13.00	16.00	16.00	20.00	20.00	20.00	24.00	24.00
SANTOLAN	16.00	16.00	13.00	13.00		13.00	13.00	16.00	16.00	20.00	20.00	20.00	24.00
ORTIGAS	20.00	16.00	16.00	13.00	13.00		13.00	13.00	16.00	16.00	20.00	20.00	20.00
SHAW BLVD.	20.00	20.00	16.00	16.00	13.00	13.00		13.00	13.00	16.00	16.00	20.00	20.00
BONI	20.00	20.00	20.00	16.00	16.00	13.00	13.00		13.00	13.00	16.00	16.00	20.00
GUADALUPE	24.00	20.00	20.00	20.00	16.00	16.00	13.00	13.00		13.00	13.00	16.00	16.00
BUENDIA	24.00	24.00	20.00	20.00	20.00	16.00	16.00	13.00	13.00		13.00	13.00	16.00
AYALA	24.00	24.00	24.00	20.00	20.00	20.00	16.00	16.00	13.00	13.00		13.00	13.00
MAGALLANES	28.00	24.00	24.00	24.00	20.00	20.00	20.00	16.00	16.00	13.00	13.00		13.00
TAFT	28.00	28.00	24.00	24.00	24.00	20.00	20.00	20.00	16.00	16.00	13.00	13.00	

Discounted Fare Matrix													
	NORTH	QUEZON	KAMUNING	CUBAO	SANTOLAN	ORTIGAS	SHAW BLVD.	BONI	GUADALUPE	BUENDIA	AYALA	MAGALLANES	TAFT
NORTH		10.00	10.00	13.00	13.00	16.00	16.00	16.00	19.00	19.00	19.00	22.00	22.00
QUEZON	10.00		10.00	10.00	13.00	13.00	16.00	16.00	16.00	19.00	19.00	19.00	22.00
KAMUNING	10.00	10.00		10.00	10.00	13.00	13.00	16.00	16.00	16.00	19.00	19.00	19.00
CUBAO	13.00	10.00	10.00		10.00	10.00	13.00	13.00	16.00	16.00	16.00	19.00	19.00
SANTOLAN	13.00	13.00	10.00	10.00		10.00	10.00	13.00	13.00	16.00	16.00	16.00	19.00
ORTIGAS	16.00	13.00	13.00	10.00	10.00		10.00	10.00	13.00	13.00	16.00	16.00	16.00
SHAW BLVD.	16.00	16.00	13.00	13.00	10.00	10.00		10.00	10.00	13.00	13.00	16.00	16.00
BONI	16.00	16.00	16.00	13.00	13.00	10.00	10.00		10.00	10.00	13.00	13.00	16.00
GUADALUPE	19.00	16.00	16.00	16.00	13.00	13.00	10.00	10.00		10.00	10.00	13.00	13.00
BUENDIA	19.00	19.00	16.00	16.00	16.00	13.00	13.00	10.00	10.00		10.00	10.00	13.00
AYALA	19.00	19.00	19.00	16.00	16.00	16.00	13.00	13.00	10.00	10.00		10.00	10.00
MAGALLANES	22.00	19.00	19.00	19.00	16.00	16.00	16.00	13.00	13.00	10.00	10.00		10.00
TAFT	22.00	22.00	19.00	19.00	19.00	16.00	16.00	16.00	13.00	13.00	10.00	10.00	



	FIRST TRAIN DEPARTURE		LAST TRAIN DEPARTURE	
	NORTH AVENUE	TAFT AVENUE	NORTH AVENUE	TAFT AVENUE
WEEKDAYS	4:36 AM	5:18 AM	9:30 PM	10:11 PM
SATURDAY	4:37 AM	5:18 AM	9:30 PM	10:08 PM
SUNDAY	4:30 AM	5:19 AM	9:30 PM	10:09 PM

For more information, inquiries, comments, suggestions and complaints, kindly approach our on-duty Station Supervisor in any MRT-3 station.

Call us at: (02) 8929-5347  
 Check our website: [www.dotmrt3.gov.ph](http://www.dotmrt3.gov.ph)  
 Email us at: [dotmrt3feedback@yahoo.com](mailto:dotmrt3feedback@yahoo.com)  
 Like our Facebook page: [/dotmrt3](https://www.facebook.com/dotmrt3)  
 Follow us on Twitter: [@dotmrt3](https://twitter.com/dotmrt3)

**Department of Transportation**  
**Metro Rail Transit**  
**LINE-3**  
**DOTr MRT-3**

# Citizen's Charter

Metro Rail Transit - Line 3

3044-A

## SAFETY AND SECURITY PROTOCOLS

1. No spitting, littering, smoking, and vaping inside the stations and trains.
2. Give priority to the elderly, pregnant women, and persons with disability in using the elevators.
3. Do not prevent the train doors from closing to avoid delay and accidents. Kindly wait for the next train.
4. Do not lean on the train doors.
5. Hold on to the handrails and hand straps at all times.
6. Do not go beyond the yellow platform edge tiles and always mind the gap.
7. Crossing and walking on the train tracks are strictly prohibited.
8. MRT-3 reserves the right to refuse entry of passengers who are under the influence of alcohol and/or drugs and who are in obvious state of mental instability.
9. No horseplaying and running inside the station.
10. No vandalism.
11. No vendors allowed.
12. Never leave baggages unattended.
13. Bomb jokes or false report bomb threats are punishable by law (under P.D. No. 1727)
14. Avoid playing loud music inside the train. Instead, use earphones and the like.
15. Be cautious as the effects of COVID-19 remain a serious concern.
16. Wearing face masks inside the train is optional.
17. Talking, making phone calls or watching on the cellphone inside the train is allowed but the volume should be considerate for other passengers.
18. No eating and drinking.
19. Give the seats to elders, pregnant women or children, and persons with disabilities.
20. For your protection, MRT-3 Safety and Security personnel are always present to assist you. Please do not hesitate to call for their attention if you notice anything suspicious.

## REMINDERS

1. There will be no cash refund for SJT and SVC.
2. SJT will only be accepted for entry at the station where it was bought/issued.
3. Passengers must exit within 2 hours from the time of entry. P28.00 shall be charged for overstaying.
4. Children with heights up to the level of the automatic gates are free of charge.
5. Lost tickets shall be charged with a penalty of P30.00.
6. Entry and exit at the same station shall be charged with P13.00 Boarding Fee.
7. Unauthorized use of Concessionary Card is prohibited.

## Prohibited Items Inside MRT-3 Premises

1. Guns, firearms, and ammunitions
2. Explosives and incendiary substances
3. Bladed/pointed or blunt weapons
4. Flammable and poisonous liquids, gases, and items
5. Illegal drugs/substances
6. Domesticated animals without cage
7. Foul-smelling food items unless properly sealed
8. Inflated balloons
9. Opened or improperly sealed drinks
10. Elongated objects more than 5ft. in length.
11. Bulky objects/luggage that are more than 2ft x 2ft in size
12. Bicycles unless folded and with wheels not more than 20 inches in diameter
13. Gift-wrapped items unless opened by the passenger for inspection

## MRT-3 FARE COLLECTION SYSTEM

### Types of Ticket

	SJT	SJD	SVC	Concessionary Card
NO. OF RIDES	Single Ride Ticket	Single Ride Ticket	Multiple Ride Ticket	Multiple Ride Ticket
VALIDITY PERIOD	Valid on the date of purchase and can only be used for entry in the station where the ticket was bought	Valid on the date of purchase	4 years	4 years
DESCRIPTION	Min. of P13.00 Max. of P28.00	Present valid ID to avail 20% discount for SC/PWD/Student	With issuance fee of P30.00 + desired load amount from P13.00 to P10,000.00	Present valid ID to avail 20% discount for SC/PWD/Student <ul style="list-style-type: none"> <li>• With issuance fee of P30.00</li> <li>• With one time registration</li> <li>• Discount is deducted upon exit</li> </ul>

The MRT-3 uses thicker and durable card containing new field communication (NFC). According to the fare policy imposed, four different types of tickets are sold to passengers: Single Journey Ticket (SJT), Single Journey Discounted (SJD), Stored Value Card (SVC), and Concessionary Card.

### MISSION

To provide an adequate, regular, and faster mode of transport service along EDSA by operating a safe, efficient, and reliable light rail transit system designed to meet the standards of service, quality, and customer satisfaction; create opportunities for community development; attain fiscal independence and economic growth; in order to contribute to the national stability and prosperity.

### VISION

A progressive rail transport system anchored on:

- Service Excellence
- Community Development
- Economic Stability

### SERVICE PLEDGE

- To provide fast and safe transportation to the public
- To provide efficient, courteous, and respectful service to the riding public
- To promote and embody the development, national stability, and aspirations of the Philippine Government
- To serve our Senior Citizen and Persons with Disability.

## How to Ride the Train



### Procedure in Availing Concessionary Card

Secure an application form from the Commuter Welfare Desk or the station supervisor in any station

Fill out the form and submit it personally to the on-duty station supervisor together with a photocopy of the applicant's OSCA/PWD identification card as verified from the original ID.

Pay a P30.00 issuance fee upon issuance/receipt of card

Claim the stored value card at the station where it was applied after 7 calendar days by presenting the claim stub and valid ID.

### How to add value to your SVC?

This can be done through:

- POS**  
Approach ticket seller at the ticket booth and load desired amount
- TVM**  
See the procedure below

Place the SVC on card reader  
Select "Add Value"

Insert desired amount (bills/coins)  
No change will be given as displayed.  
Press "OK"

"Please do not remove the card"

Insert bills or coins

Print receipt after the transaction then remove the card