

Fare Matrix													
Stations	North Ave.	Quezon Ave	GMA	Cubao	Santolan	Ortigas	Shaw Blvd.	Boni	Guadalupe	Buendia	Ayala	Magallanes	Taft
North Ave		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 Ave	13.00		13.00	13.00	16.00	16.00	20.00	20.00	20.00	24.00	24.00	24.00	28.00
GMA	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	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	



**First Train Departure**  
Mondays to Sundays  
North Avenue - 4:40 AM  
Taft - 5:41 AM

**Last Train Departure**  
Mondays to Sundays  
North Avenue - 9:10 PM  
Taft - 10:11 PM

Procedure in Availing Stored Value Discounted

Secure an application form from the Malasakit Help 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 P20.00 issuance fee

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


For more information, inquiries, comments, suggestions and complaints, kindly approach our on-duty Station Supervisor in any MRT3 station or visit us at MRT3 Depot, North Avenue, Corner EDSA, North Triangle Area, Quezon City

Check our website: [www.dotcmrt3.gov.ph](http://www.dotcmrt3.gov.ph)  
Like our Facebook: [/dotmrt3](https://www.facebook.com/dotmrt3)  
Follow us on Twitter: [@dotmrt3](https://twitter.com/dotmrt3)  
Email us at: [feedback@dotcmrt3.gov.ph](mailto:feedback@dotcmrt3.gov.ph)  
Call us at: 924-0054



# Citizen's Charter

Metro Rail Transit Line 3



GENERAL ADVISORIES

1. No eating and drinking inside the train and in the paid area of the MRT3 stations.
2. No spitting, littering and smoking inside the stations and trains.
3. Give priority to the elderly, pregnant women and persons with disability in using the elevators.
4. Do not prevent the train doors from closing to avoid delay and accidents. Kindly wait for the next train.
5. Passengers allowed in the first car of each train are females, person with disability, senior citizens, children with their guardians and pregnant women including accompanying husband.

SAFETY AND SECURITY ADVISORIES

1. Do not lean on the train doors.
2. Hold on the handrails at all times.
3. Do not go beyond the yellow platform edge tiles and always mind the gap.
4. Crossing and walking on the train tracks are strictly prohibited.
5. MRT3 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.
6. For your protection, Safety and Security personnel are always present to assist you. Please do not hesitate to call for their attention if you notice anything suspicious.
7. The following items are prohibited in the MRT premises:
  - Deadly weapons
  - Bulky and long objects
  - Food and drinks in unsealed containers
  - Inflated balloons
  - Quantities of flammable, poisonous and/or harmful products (fuels, paints, pesticides, etc.)
  - Animals that are not properly caged

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 access 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 Stored Value Discounted is prohibited.

Types of Ticket			
No. of Rides		Validity Period	Description
SJT	Single Ride Ticket	Valid on the date of purchase and can only be used for entry in the station where the ticket was bought	Minimum of P13.00 Maximum of P28.00
SJD	Single Ride Ticket	Valid on the date of purchase	Present valid ID to avail 20% discount for SC/PWD/Student
SVT	Multiple Ride Ticket	4 years	With issuance fee of P20.00 + desired load amount from P13.00 to P10,000.00
SVD	Multiple Ride Ticket	4 years	Present valid ID to avail 20% discount for SC/PWD/Student <ul style="list-style-type: none"><li>• With issuance fee of P20.00</li><li>• With on time registration</li><li>• Discount is deducted upon exit</li></ul>

MRT3 FARE COLLECTION SYSTEM

The MRT3 uses thicker, durable card and contain new field communication (NFC). According to the fare policy imposed, four different types of tickets are sold to passengers, there are Single Journey Ticket (SJT), Single Journey Discounted (SJD), Stored Value Card (SVC) and Stored Value Discounted (SVD).

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.

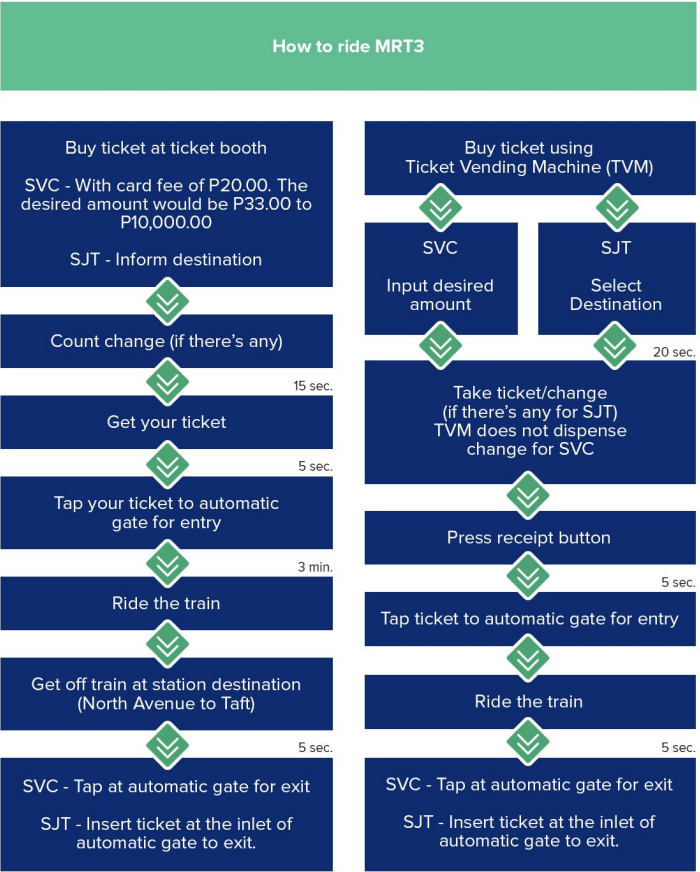
VISION

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 service our Senior Citizen and differently-abled persons



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

