



# BULLETIN

3/6/2009

## Placer Commuter Express Step-Up Coupon:

Effective April 1, 2009

### Background:

Effective April 1, 2009, Capitol Corridor will no longer accept Placer Commuter Express monthly passes for travel aboard the Capitol Corridor trains without a new "Step-Up Coupon." Capitol Corridor Joint Powers Authority (CCJPA) and Placer Commuter Express (PCE) have modified the reciprocal ticketing arrangement and are implementing new procedures.

CCJPA and PCE have established the "Step-Up Coupon" Transfer Program to accommodate Placer Commuter Express monthly ticket holder patrons who transfer to Capitol Corridor trains (or Thruway buses) when traveling between Auburn, Rocklin, Roseville and Sacramento.

Placer Commuter Express monthly pass holders who wish to travel aboard the Capitol Corridor trains or motorcoach buses must now present both their monthly pass, PLUS a Step-Up Coupon to board the train or Capitol Corridor motorcoach bus.

Placer County will sell these Step-Up Coupon booklets to Placer Commuter Express passengers. The Step-Up Coupons are not available from Capitol Corridor conductors or bus drivers. Placer Commuter Express monthly pass holders who board the Capitol Corridor train or motorcoach bus without a Step-Up Coupon MUST purchase a full-fare train ticket from the conductor or bus driver.

### Placer Commuter Express Contact Information:

**Please direct ALL questions about this program, and inquiries about where to buy tickets to Placer Commuter Express, using the contact information below:**

**Phone:** (916) 784-6177

**Website:** <http://www.placer.ca.gov/Departments/Works/Transit/PCT/pctcommexpress.aspx>



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## Questions & Answers:

### **When will Placer Commuter Express begin selling Step-Up Coupon books?**

**Answer:** Coupon books are available for purchase now, and are effective beginning April 1, 2009.

### **Where will Placer Commuter Express be selling the Step-Up Coupon books?**

**Answer:** The tickets can be purchased through the mail or at Placer County's Transit's office in Auburn, which is located at 11432 F. Ave., Auburn, CA 95603

The office is open Monday through Friday from 7:00 am through 6:00 pm, and on Saturday from 8:00 am through 5:00 pm. Placer Commuter Express can also be reached by phone at (916) 784-6177.

### **How much does a book of Step-Up Coupons cost?**

**Answer:** Each booklet contains twenty one-way coupons. Pricing is as follows:

Rocklin/Roseville area = \$10.50

Auburn/Penryn/Loomis = \$17.50

### **Does a passenger need to buy a whole book, or can a single Step-Up Coupon be purchased?**

**Answer:** Single coupons are not available for sale. Passengers must purchase an entire booklet for either \$10.50 or \$17.50.

### **How long are the Step-Up Coupons valid for, once purchased?**

**Answer:** The Step-Up Coupons are valid through December 31, 2009.

### **What if I am a Placer Commuter Express monthly pass holder and decide I want to take the Capitol Corridor train, but I do not have a Step-Up Coupon?**

**Answer:** If you board a Capitol Corridor train or motorcoach bus without a step-up coupon, you will be required to purchase a full-fare train ticket for your trip. Refunds and price adjustments will not be made and no exceptions will be made to this policy.

### **Will Placer Commuter Express continue to honor Capitol Corridor monthly passes on their buses, or are Step-Up Coupons required for that as well?**

**Answer:** Capitol Corridor monthly ticket holders will still have the option of traveling aboard Placer Commuter Express buses without having to present a step-up coupon. Capitol Corridor monthly ticket holders must present their monthly ticket to the Placer Commuter Express bus driver.