

NEXT STOP NEWS

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**Rider Alert:
Major service changes to be implemented in September 2019**



Pardon our dust – SacRT's Customer Service and Sales Center lobby undergoing expansion



SacRT to start operating e-tran bus service starting on July 1

APRIL 2019

SacRT's Pre-Paid Ticket & Pass Exchange Starts April 1



Effective July 1, 2019, SacRT buses and light rail fare vending machines will no longer accept pre-paid tickets and passes with a June 30, 2019 expiration date. This year, SacRT staff will start the ticket and pass exchange earlier, on Monday, April 1, 2019, in order to provide better customer service, shorter wait times and ample opportunity for staff to answer questions about the transition to Connect Card and ZipPass fare options. In addition, transferring the value on to electronic fare media eliminates the need for future paper ticket and pass exchanges.

From Monday, April 1, 2019 through Friday, May 31, 2019, customers will have the option to exchange current, unvalidated Basic and Discount single fare paper tickets or daily passes (June 30, 2019 expiration date) for the fare equivalent value only on electronic media, Connect Card or ZipPass. Starting on June 1, 2019 through Saturday, August 31, 2019, the exchange will also include paper fare media.

Customers can exchange their pre-paid tickets and passes at the SacRT Customer Service and Sales Center located at 1225 R Street (adjacent to the 13th Street Station).

To make it more convenient for our customers, other exchange locations will be scheduled over the next couple of weeks at key light rail stations. Please check sacrt.com or call 916-321-BUSS (2877) for updates.

(continued)

Important Dates:

Monday, April 1: Pre-paid ticket and pass exchange begins (for cash value of tickets transferred to Connect Card or ZipPass ONLY)

Monday, June 3: Current valid pre-paid tickets pass exchange to include paper fare media

Sunday, June 30: Current valid pre-paid tickets and passes expire

Saturday, August 31: Last day of pre-paid ticket and pass exchange

Extended Weekday Hours (8 a.m. to 5:30 p.m.): Monday, April 1 through Friday, August 30



Special Saturday Hours (10 a.m. to 2 p.m.):

- April 27, 2019
- June 1, 2019
- June 29, 2019
- July 27, 2019
- August 31, 2019

Visit sacrt.com for details.

Next Stop News is produced monthly by the Sacramento Regional Transit District to keep passengers informed about current SacRT news and community events.

Email questions or comments about Next Stop News to nextstopnews@sacrt.com

 (916) 321-BUSS (2877)  sacrt.com





Rider Alert

SacRT's Board of Directors approved a new bus network proposal on February 25, which comprehensively redesigns SacRT's bus system. The new service is expected to start in September 2019.

The focus of the new network has been on developing bus routes that serve major corridors that will lead to economic growth and reduce congestion. Adjustments have been made to almost every route, some minor and some much more substantial, which will provide better frequency, more weekend service and new and improved schedules. SacRT is investing up to an additional \$3 million to retain and improve service. With additional local funding, we could implement an even more robust service in the future.

The new network consists of:

- 27 regular routes
- 15 peak hour only routes
- All routes have 7-day service (with the exception of bus route 33)
- All routes have 45 minute or better service (with the exception of bus route 19)
- Complements the new 15-minute weekend light rail service

Important Information Regarding Future Service Changes:

Major Service Improvements

Bus Routes: 1, 11, 13, 15, 19, 21, 23, 25, 26, 34, 38, 51, 56, 61, 62, 67, 68, 72, 75, 81, 82, 84, 86, 87, 88 and 93

(continued)

All Day Bus Service to Peak Hour

Bus Routes: 2, 5, 6, 34, 113 (new route) and 161 (new route)

Discontinued Bus Routes

(most service will be covered by new routes)
Bus Routes: 22, 24, 28, 47, 54, 55, 65, 74, 80 and 95

New Route Numbers

Bus Routes: 3 (103), 7 (107), 29 (129), and 103 (193)

Minor or No Route Changes

Bus Routes: 30, 33, 109, 170, 171, 172, 174, 175, 176, 177 and 200 series

In some areas where there is low demand for fixed-route bus service, or is not designed for large buses to navigate through neighborhoods, SacRT will deploy SmarTRide microtransit service. The new SmarTRide service areas are currently in development. To learn more about this service, visit smartride.sacrt.com.

We appreciate your feedback and the time that you have taken to share your concerns. We also had a tremendous turnout of riders and stakeholders address the SacRT Board of Directors on February 25 regarding the proposal. While the official comment period has passed, please know that we will continue to document your remarks and keep them on file for future reference.

Once the service changes are implemented, SacRT will continuously monitor each route to optimize and adjust service on a quarterly basis as needed.

For detailed information about the upcoming service changes, visit sacrt.com/sacrtforward or call 916-321-BUSS (2877).

If you are a person with a disability and need travel training related to the service changes, call Accessible Services at 916-557-4685.

SacRT to Operate Elk Grove's e-tran Bus Service July 1

SacRT is excited to announce a new partnership with the City of Elk Grove to operate their e-tran bus service beginning Monday, July 1, 2019. On March 13, the Elk Grove City Council unanimously approved a service contract, which includes operating e-tran bus service and e-van paratransit service. The addition of Elk Grove service into the larger SacRT network allows for seamless connectivity for customers and better transit service for Elk Grove residents.

The e-tran commuter bus service, which connects Elk Grove residents to their jobs downtown and other fixed-route service, will not change under the new service contract. Over time, and as Elk Grove's public transit service needs grow, City residents will benefit from the variety of service options and improvements available through SacRT. All qualified e-tran employees who would like to continue serving the City of Elk Grove will be offered similar positions within SacRT. In addition, the e-tran branding and contact information will not change.

Customer Service & Sales Center Lobby to Expand

Customers visiting SacRT's Customer Service and Sales Center will see some construction starting this month as crews work to expand the lobby/waiting area. Plans include an additional 266 square feet of lobby space with added seating, more windows, and a new "take-a-number" system so customers no longer have to wait in line.