

## Department of Personnel Services

**Employee Benefits Office**  
Dave Comerchero,  
Employee Benefits Manager



## County of Sacramento

Welcome to the Connect Card system, the simple way to use nine local transit agencies, all in one card!

### Basic Connect Card Facts:

- County of Sacramento supports alternative modes of transportation for employees through our transit subsidy programs;
- **The County provides a monthly subsidy of \$75 per month to employees to support public transit use.**
- The Connect Card will work on nine of the local transit agencies, including:
  - Sacramento Regional Transit
  - e-tran
  - El Dorado Transit
  - Folsom Stage Line
  - Placer County Transit
  - Roseville Transit
  - South County Transit Link
  - YoloBus and
  - Yuba-Sutter Transit
- If your transit agency is not a part of the Connect Card program, please contact our Finance Department at 916-874-6744 to register for our monthly transit voucher program.

### How do I receive my new Connect Card?

- Cards are issued by the Employee Benefits Office (EBO), every day from 8 a.m. – 5 p.m. Arrangements can be made for earlier pick up by calling 916-874-2020
- Once you receive your card, you will need to register the Connect Card assigned to you. You can complete the registration from any computer/smart phone. Additional information on registering your connect card can be found at:

<https://www.connecttransitcard.com/Faq#Registering%20your%20Connect%20Card>

### What If I already have a Connect Card?

- If you already have a Connect Card, please provide the Card Number and Security Code to the Employee Benefits team and we will ensure your card is registered as part of the County program so that you can receive the monthly subsidy automatically.

How will I receive the County's subsidy amount when I purchase transit fare?

There are two ways to receive your subsidy; by purchasing an unlimited monthly pass, or by adding cash value to the card. There are significant differences between the two options. The following chart may be helpful for you to determine which option is best for your transit needs and which selection to make when loading your County subsidy on to your Connect Card:

<b>This example is based on a Regional Transit Monthly pass = \$110.00</b>	
<b>Monthly Pass Subsidy, No Cash Value with Unlimited Usage</b>	<b>Cash Value Only, Limited Usage</b>
Generally used by an employee who rides transit more than 5 days per month (\$5 X \$7.00/day = \$35)	Generally used by an occasional rider, using transit less than 5 days per month
Employee loads (or auto-loads) their \$35 balance amount above the County subsidy to complete the pass purchase and receives an <b>unlimited</b> monthly pass.	Employee rides only when necessary, and each ride is charged against the stored "cash value" on the card. For example, a single day pass on SacRT is \$7.00, which would be deducted from the existing cash balance.
Employee may ride as many times throughout the month as necessary.	In order for employees to receive the \$75 "cash value" subsidy associated with the County's transit subsidy, the employee must use the system at least once during each month to complete the transaction cycle.
Employee's subsidy ends at the end of each month, and the following month's subsidy is provided when the employee adds their \$35.	Remaining cash value of the card is carried over from month to month, but will never exceed a value of \$360.
<b>The following applies to both the Unlimited Monthly Pass and the Cash Value options</b>	
Both options are available to Sr./Discounted riders, however, fares vary depending on type of pass and transit agency.	
Maximum monthly amount of \$75 is provided to all employees.	
Accepted on all 9 transit agencies.	
For convenience and simplicity, the auto-load of employee portion of fare is available	

What if I don't have a Credit Card to add my monthly amount on to the Connect Card?

- SacRT has made it easy for those that do not want to use a credit card to add their monthly amount (\$35) to the Connect Card. By visiting our Finance Department monthly and obtaining a \$75 transit voucher, you can then visit any one of SacRT's retail locations, present the transit voucher and, using a cashier's check/money order (cash is not accepted), provide your desired monthly amount to complete your transaction. The following link will provide you a complete list of all of their retail sales locations that can assist with the transaction:

<https://www.connecttransitcard.com/Pages/RetailersList>

What If I currently receive a discount pass?

- If you are an employee who is eligible for a discounted pass (Disabled or Senior.) from SacRT, you will need to visit SacRT's Customer Service Location (1225 R Street) and have your picture taken and imprinted on your Connect Card. That will help identify you as a discount pass holder, ensuring that you receive all the benefits associated with your discount pass as well as your SacCounty transit subsidy. You must give the Benefits Office the card number/Security Code so that we can link the new card to the County subsidy program.

How will the Transit Agency know that I'm using my Connect Card?

- When you want to ride on one of the partner transit agency's bus/train, you simply tap your Connect Card at the Connect Card terminal, activating that day's activity. Then, if you are asked to provide fare, the Transit Agent will have a device that reads your Connect Card, providing proof of payment.

Do I have to tap even if I have an Unlimited Monthly Pass or Cash Value Pass activated on my Connect Card?

- Yes, even if you have a day or unlimited monthly pass, you still need to tap every time you board. With Connect Card, **your tap is proof of payment.**

Tapping the card reader is new activity for transit riders, so please be sure to review the following instructions provided in the Connect Card FAQs:

- *When you board the bus you "tap" your Connect Card on the yellow target below the screen of the Bus Connect Card Reader instead of showing a pass or giving fare to an operator.*
- *If you're riding light rail, you need to "tap" your Connect Card on the yellow target below the screen of the Light Rail Connect Card Reader located at all light rail stations BEFORE boarding the train.*
- *For both bus and light rail, your transit fare will be deducted from Cash Value, or your Pass will be verified. A green or yellow screen and a light beep will indicate that your Connect Card has been accepted. Failure to validate your Connect Card may result in a fine or inability to board*

What If I have to pay an additional fee to ride the partner transit agency?

- Several of the partner transit agencies may have additional fees that are associated with the usage of their services. An example may be the usage of an express bus from one location to another where the express ride requires an extra fee above a monthly pass. If you are a transit rider that is charged the additional fee, you will continue to pay that amount outside of the Connect Card system, or you can add a Cash Value to the Connect Card to cover the additional costs.

There are a number of click-through instructional materials posted on the Benefits home page at: <http://inside.personnelservices.saccounty.net/Benefits/Pages/default.aspx>.

Helpful Hints:

- SacRT passes are accepted on e-Tran, YoloBus and Folsom Stage Line.
- Riders are granted free transfers (with SacRT pass) to Roseville, but they must tap on SacRT first.
- Employees using other transit agencies can visit the respective transit agencies website for full details regarding unlimited monthly passes.
- Cash value can be used on any participating agency at any time.

If you have any questions or need additional information, you may contact SacRT directly at: 916-321-2877, or SacRT's Connect Card support group at: 916-557-4545, or you can call the Employee Benefits team at: 916-874-2020.

Additional resources:

Resources for Connect Card participants:

- Connect Card website:

<https://www.connecttransitcard.com/>

- Connect Card Frequently Asked Questions (although some are written for individual users, not corporate users such as SacCounty employees):

<https://www.connecttransitcard.com/Faq>

- How to register your Connect Card:

<https://www.connecttransitcard.com/Home/RegisterCard>

Thank you for your interest in the Connect Card!