



## RIDER'S ALERT

All Passengers

This is an update to the requests we have been getting regarding the use of **e-tran** passes on Regional Transit. Each agency has currently produced individual passes for our services. Due to operational challenges in implementing multiple forms of fare media, the following change has been made:

For **e-tran** unrestricted pass holders riding **e-tran** exclusively: NOTHING HAS CHANGED. CONTINUE TO UTILIZE THE UNRESTRICTED PASS.

For **e-tran** unrestricted pass holders needing to access RT services: PLEASE RETURN YOUR TICKET TO YOUR POINT OF PURCHASE OR THE REGIONAL TRANSIT OFFICES FOR AN EVEN EXCHANGE WITH THE RT MONTHLY PASS.

There are no changes to the local passes.

We apologize for the inconvenience this has caused. RT drivers have been made aware of the **e-tran** passes and will RT will be notifying their drivers to accept the passes during the ticket exchange period. If you have any questions please do not hesitate to contact me. Brent Bernegger from RT will be replying to this email to confirm RT's acceptance with the ticket exchange. Any questions regarding the RT pass may be directed to RT.

Once again, thank you.

**Tiffani M. Fink**

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Questions or comments? Please email [transit@elkgrovecity.org](mailto:transit@elkgrovecity.org)  
or call

**68E-TRAN (683-8726).**



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