

## What is the Connect Card?

Connect Card is the Sacramento region's new transit smart card fare collection system and managed through the Sacramento Area Council of Governments (SACOG). It provides a convenient and secure way to pay your fare. The system uses a plastic smart card called a Connect Card with a computer chip inside that can store cash value, passes and discount fares.

## Why is the Sacramento region moving to a smart card system?

The region is moving to a smart card system to provide easier travel throughout the Sacramento region. Now you can travel from Yuba City to Elk Grove and Woodland to Placerville using a single transit card. By allowing customers to travel across nine transit systems (Regional Transit, El Dorado Transit, Folsom Stage Line, Placer County Transit, Roseville Transit, YoloBus and Yuba-Sutter Transit, South County Transit and Elk Grove Transit) using just one card, the Connect Card will help us achieve a key regional goal: to be as efficient and cost-effective as possible while improving service to transit customers.

## Why should I get a Connect Card?

A registered Connect Card provides you with easy online account management, added security with our free balance protection, more ways to pay for transit fare, and one card to ride nine participating transits. The Connect Card offers you the easy way to pay!

## How will the Connect Card system benefit riders?

The Connect Card provides you with tools to make riding transit more convenient and easy:

- **Online Account Management:** When you register your Connect Card, you can set up an online account to manage your card or multiple cards for your whole family - all from the comfort of your home! Load transit fare, check your balance, view your transaction history, and set up Autoload so you never have to worry about being without transit fare.
- **Convenience:** The Connect Card stores passes, cash value and discount fare (for qualified customers onboard applicable agencies' vehicles) removing the need to worry about paper passes or carrying exact change.
- **Added Security:** In case of loss or theft, a registered Connect Card can be replaced and your valid Cash Value and pass(es) transferred to a replacement Connect Card.
- **One Card to Ride Them All** You can travel throughout the region aboard the nine participating transit agencies using just one smart card.

- **More Ways to Pay:** You have a number of [new locations](#), to get and load your Connect Card, including online, at retail outlets, at the NNTMA office and Add-Fare Machines located at transit centers and select Regional Transit light rail stations (credit/debit only), as well as participating transit agencies.

### **What new equipment will I see?**

Connect Card Readers are installed on all buses/shuttles of all participating agencies and at all Regional Transit light rail stations. You will also see Add-Fare Machines installed at participating transit centers and select light rail stations.

### **What other changes will I see?**

- You will be able to ride on nine transit agencies in the region using just one Connect Card!
- No more waiting in line while customers count change or search for their ID, now everyone with a Connect Card can just tap and go!
- Riders that receive discount fare no longer need to find their separate photo ID—the photo ID printed on the back of a new Connect Card makes it easy for you to Tap On as you board the bus and show your Connect Card to the bus operator.

### **How does the Connect Card work? How do I pay my fare?**

All participating transit agencies/rules and existing transit fare policies still apply to the Connect Card. Simply load a pass or Cash Value onto your Connect Card instead of buying paper passes or carrying exact change. When you board the shuttle you simply tap your Connect Card on the yellow target below the screen of the shuttle Connect Card Reader instead of showing a pass or giving fare to an operator. 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.

### **Where can I get a Connect Card?**

- You can get a Connect Card by completing the [Get a Card process](#) on the homepage. You will be asked to create an account, select and pay for transit fare to load onto your card, and then your registered Connect Card will be mailed to you. You may also visit a [Sales Outlet or Customer Service Center](#).

### **Does everybody have to use a Connect Card?**

Most customers will use the Connect Card to pay their transit fare immediately, though individuals with discounts through their employer or school may take a little while longer to transition to the Connect Card. Following a grace period, paper tickets

and/or passes will only be available on the Connect Card, as applicable to individual agencies. Customers will always be able to pay with cash on the bus/shuttle or at light rail stations.

### **What do I do with the Flyer Shuttle orange tickets?**

Customers with Flyer Shuttle orange tickets should first utilize the paper transit fare prior to utilizing electronic fare. You must use your paper transit fare prior to the printed expiration date.

### **Can I transfer the value of the Flyer Shuttle tickets to the Connect Card?**

No, Flyer Shuttle tickets cannot be uploaded to the Connect Card. We advise you to use all your Flyer tickets and then begin using the Connect Card. When riding other transit, where your Flyer tickets are not transferable, using the Connect Card will be your best bet.

### **Can I load my transit checks onto the Connect Card?**

Transit checks can be loaded onto the Connect Card at one of the participating [Customer Service Centers](#). The NNTMA office is currently NOT a Customer Service Center. Your employer can participate in the Corporate Account program and upload the vouchers directly to your Connect Card. For more information on the Corporate Account program, please call Casey Courtright 916-556-0160.

### **How do I register my Connect Card?**

To register your Connect Card you need to create an account and link a Connect Card to your account. If you have already received a Connect Card and want to register it, go to the [homepage](#) and select the [Register your card](#) link. If you do not yet have a Connect Card, go to the [homepage](#) and select the [Get a card](#) link to create an account, load transit fare, and have your registered Connect Card mailed to you. You can also call 916-321-2877 or visit a participating transit agency or [Customer Service Center](#).

### **How can I be sure that there is value on my card? How can I check my balance?**

There are a number of ways you can check your balance on your Connect Card.

- Use the [Check Balance feature](#) on the homepage utilizing your Connect Card Number and Security Code (located on the back of the Connect Card, bottom right hand corner).

- Use the Connect Card Reader on the bus by holding your Connect Card over the Reader and your remaining card balance will flash on the reader screen each time you tap your card.
- Go to any Connect Card Add-Fare Machine or Light Rail Target Reader and push the “card info” button. Hold your Connect Card against the yellow target and your balance will show on the screen.
- Call the Connect Card Service Center at 916-321-2877, provide your Connect Card Number and Security Code (located on the back of your Connect Card, bottom right hand corner).

### **What do the lights on the Connect Card Readers mean?**

- If you have a standard Connect Card, the screen will turn green and you will hear a beep when you pay your fare.
- If you see a red screen and hear a harsh tone, you either did not Tap On correctly, you don't have sufficient transit fare, or your card has been deactivated or damaged.
- Call the Connect Card Service Center at 916-321-2877 if you need assistance.

### **What do I do if I ride two systems? How do transfers work with the Connect Card?**

All existing fare structures and transfer agreements between participating transit agencies are already programmed in the Connect Card's system. Just as some paper passes are accepted by multiple transit agencies (e.g. an RT Monthly Pass can be used on Yolobus), and regular transit passes can be upgraded (e.g. RT + El Dorado Commuter Joint Monthly Pass), the Connect Card will recognize and validate multi-transit tickets/passes loaded onto the Connect Card.

### **Where can I load my card?**

- **On website:** [ConnectTransitCard.com](http://ConnectTransitCard.com) Note that Transit fare added online may take up to 48 hours to appear on your Connect Card. If you have loaded transit fare online and the status says "Pending" - your fare will be loaded to your card the next time you tap. \*Remember to register your Connect Card
- **Customer Service Centers:** Visit the website under “Sales Outlets” for complete list of locations.

### **How do I load my card at an Add-Fare Machine?**

1. Place your Connect Card in the holder.
2. Select Load Pass or Load Cash Value on the screen.
3. Either select an agency and Pass, or choose a Cash Value amount to load.
4. Pay using your credit/debit card.
5. Take your receipt and your Connect Card, and be sure to Tap On before you board the light rail train or bus/shuttle.

Note: You cannot get a new Connect Card at the Add-Fare Machine. To get a Connect Card you must order one online [ConnectTransitCard.com](https://connecttransitcard.com), or visit a [Customer Service Center](#).

### **What is the Autoload program?**

The Autoload program sets up your Connect Card to be automatically loaded when your balance falls below a certain level (you choose) or your pass is ready to expire. You need to have a registered Connect Card and a stored Payment Option (credit/debit card) to participate in Autoload. More information is available [here](#).

### **How do I get a receipt when I make a payment online?**

All registered account holders will receive an automated Connect Card email receipt when your payment is processed.

### **I lost my card/my card was stolen, what do I do?**

The minute you discover your card missing, call 916-321-2877 (during business hours) or login to your account to block the card and request a replacement card. If you registered your Connect Card, we will deactivate your old Connect Card and issue you a replacement card with the remaining balance. If you did not register your Connect Card, unfortunately there is nothing we can do. You can get a new Connect Card online or at a participating transit agency.

### **What happens to my information?**

Your personal information is kept secure. Your credit/debit card information is managed through a secure third party and not by any of the transit operators. All Tap On information is collected in an aggregate and anonymous manner for planning purposes only. See the [Privacy Policy](#) for more details.

### **How are you protecting my personal information?**

The privacy of your personal information is top priority. Your information and passwords will be encrypted, will not be shared, and all financial information is kept secure through a certified third party.

Happy Connecting!