ACE
ALTAMONT COMMUTER EXPRESS

RIDER ALERT

FARE INCREASE EFFECTIVE JANUARY 2, 2013

FREQUENTLY ASKED QUESTIONS

*** * * UPDATED * * ***

NEW TICKET EXCHANGE OPTION: Due to high demand for Ticket Exchanges, a Ticketing Representative (in addition to the regular seller) will be at the Stockton, Manteca, Tracy, Livermore, and Pleasanton stations to accept exchange request from Thursday, January 10, 2013 through Friday, January 18, 2013.

EXCHANGES MADE VIA THIS PROCESS WILL BE PROCESSED IN TIME FOR NEXT DAY'S TRAVEL

Have the **Exchange Request Form** (available online or at the kiosk) filled out, along with **your ticket(s)** to be exchanged, and the **additional payment** required (credit card number, cash, commuter checks, etc.).

ACE staff will collect your Exchange Request Form and issue you their business card which will allow you to ride for that day.

To speed processing, bring the business card with you the next business day to collect your new ticket(s) at the same station.

New twenty (20) trip tickets will have two rides stamped off in order to account for the one-day round trip.
Business Cards are not valid as transfers on VTA.

REFUNDS MAY TAKE UP TO SIX WEEKS TO PROCESS

When do new fares take effect? January 2, 2013. New fare tickets are available online now. New fare tickets will be available at the stations in mid-December. Old fare tickets will not be accepted after January 2, 2013.

Why did fares go up? Fares last increased on January 1, 2009. Since then, fuel has increased 89%, transit funding has been dramatically cut at the State and Federal level, and other operating expenses, such as contracted services, continue to increase in annual adjustments or by CPI.

When was the increase finalized? The San Joaquin Regional Rail Commission directed staff at their June 1, 2012 meeting to pursue a fare increase. This opened a public comment period that was noticed via newspapers, the ACE websites, ACE eNewsletters, and social media. Concurrently, staff engaged our partner agencies, the Santa Clara Valley Transportation Authority (VTA) and the Alameda County Transportation Commission (Alameda CTC); both entities approved the proposed increase in July 2012.

On August 3, 2012, SJRRC approved a Resolution adopting a fare increase of ten percent for all fares, effective January 2, 2013 for the Altamont Commuter Express service.

What do I do with my old tickets? You can turn them in for a refund or exchange up until March 31, 2013. (No processing fee will be assessed)

How do I get a refund? If you purchased your ticket directly from SJRRC/ACE, you can drop off your old fare tickets and your refund request form at any kiosk staffed by ACE personnel (Stockton, Tracy, Lathrop/Manteca, or Pleasanton) in a sealed envelope or by mail. **Refunds typically take 6-8 weeks to process.** Forms are available on the web at www.acerail.com. SJRRC does not refund tickets purchased with commuter benefits such as Wage Works, Commuter Checks, etc. If you received your ticket from a third party (Wage Works, Wired Commute, etc.), please contact the seller for refund information.

How can I exchange my old tickets? You can drop off your old fare tickets and your exchange request form at any kiosk staffed by ACE personnel (Stockton, Tracy, Lathrop/Manteca, or Pleasanton) or by mail if you are requesting an exchange with the difference charged to your Visa or Mastercard. If you wish to pay the difference in cash, you must perform the exchange at the Stockton Station. **Exchanges typically take 1-2 weeks to process.** Forms are available on the web at www.acerail.com.

What if I don't turn in my tickets by March 31, 2013? Any tickets not turned in for a refund or exchange after March 31, 2013 will become null, void and valueless.

Who do I express my concern to? The official public comment period for the fare increase ended on August 3, 2012. If you would like to comment, please use the feedback form under "Contact Us" on the ACE website (www.acerail.com).

ALTAMONT CORRIDOR EXPRESS

REFUND REQUEST FORM

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____ Email: _____

Home Telephone: (_____) _____-_____ Work Telephone: (_____) _____-_____

Amount to be refunded: $_____ Transaction Date:_____

Where or how did you purchase your ticket:		Ticket Type:	Instant Ticket	Payment Type
☐ Station: _____	☐ Autorenewal	☐ One Way	☐ One Way	☐ Credit Card
☐ Vendor: _____	☐ Online Order	☐ Round Trip	☐ Round Trip	☐ Commuter Check
☐ Wired Commute	☐ Mail Order	☐ 20 Trip		☐ Cash
☐ Wageworks		☐ Monthly: _____		☐ Not Sure

Ticket Number: _____ Discount Fare: (please check) _____Senior _____Disabled _____Youth

Please state reason for the refund:

_____

_____

_____

Office use only

Approved on: _____ By: _____

Processed on: _____ By: _____

Comments:

Credit Card Number	Expiration Date

TICKET EXCHANGE FORM

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____ Email: _____

Origin Station: _____ Destination Station: _____

Ticket Type: ☐ One Way ☐ Round Trip ☐ 20 Trip Zone: _____ Fare Amount: _____

Outlet Location: (Where you purchased your ticket) _____

Ticket Number: _____ Discounted Fare: (please check) ____Senior___ Disabled____Youth

To Calculate the Value of an Old Ticket:

Fare Price (printed on the ticket) $_____

Cost per ride (Fare Price divided by 20) $_____

Number of Rides Remaining _____

Credit Available (Number of Rides Remaining x Cost per ride) $_____

To Calculate the Balance of the Exchange:

Cost of new ticket ☐ One Way ☐ Round Trip ☐ 20 Trip $_____

Available credit – $_____

Payment balance (Cost of new ticket less the available credit) $_____

Form of Payment

☐ Commuter Check $_____ (Must be filled out completely to be accepted)

☐ Credit/Debit Card (Visa or MasterCard only)

Credit Card #:_____ Expiration Date: _____

Card Holders Name: _____ Address: _____

City: _____ State: _____ Zip Code: _____

Signature of Card Holder: _____

Office Use Only:

Processed on: _____ By: _____

Mail Ticket Exchange Form to:
ACE Headquarters
949 E. Channel St.
Stockton, CA 95202