



## City of Foster City Connections Shuttle Pass Procedure, Rules & Policies

1. Beginning July 1, 2011, passengers boarding the Connections Shuttle **MUST** have either a valid monthly pass or a 5-ride pass with remaining rides (a pass that has not been completely “punched.”) One child (age 4 and younger) may ride free with each farepaying passenger, but additional children must have either a monthly or 5-ride pass.
2. **All pass sales are final.** No refunds or replacements.
3. All valid passes (both monthly passes and 5-ride cards) will have **serial numbers** and will be **embossed** with the Connections Shuttle logo on the right-hand side of the pass. All other passes are invalid.
4. Monthly passes are valid for **unlimited rides** for one rider during the month/year listed on the pass. Monthly passes may not be shared between individuals.
5. Five-ride passes are to be punched by the vehicle driver as the passenger boards. **A single punch is valid for a single ONE-WAY trip**, so a passenger’s card should be punched each time he/she boards the shuttle. A 5-ride pass becomes invalid once all five spaces have been punched.
6. Multiple individuals **MAY** use the same 5-ride pass, with a punch for each boarding (for example, if two people board, two holes will be punched; if three people, three punches; etc); however, **multiple individuals MAY NOT share a monthly pass.**
7. **Individuals without a pass will not be allowed to board the vehicle.** They may be referred to locations where passes may be purchased, including City Hall, the Recreation Center, the Peninsula Jewish Community Center, the Chamber of Commerce, and the Foster City MiniMart in Charter Square Shopping Center. Every effort will be made to have informational flyers with pass sales locations on the shuttle that can be handed to potential riders by the drivers.
  - Although not officially required for recordkeeping, we would appreciate knowing the approximate number of individuals who wish to board the shuttle but do not have a valid pass. This information can be relayed informally between the vendor and the Alliance manager or the City representative.
8. The vehicle operator is requested to post flyers regarding the fare inside the vehicle. These flyers will be provided by the City/Alliance in English and Chinese and will list pass vendor locations and hours, as well as other fare information.
9. **No other passes or transfers are valid on the shuttle**, including AC Transit transfers, SamTrans single-ride or monthly passes, or any other agency’s tickets or passes.
10. The Connections Shuttle fare is already set at a rate comparable to SamTrans Senior, Student and Disabled rates, and therefore the system does not offer discounted rates.
11. **Comments and complaints ...**
  - Regarding **FARES** may be directed to ‘Andra Lorenz, Management Analyst, City of Foster City, 610 Foster City Boulevard, Foster City, CA 94404; [alorenz@fostercity.org](mailto:alorenz@fostercity.org); (650) 286-3215.
  - Regarding **OPERATIONS** may be directed to the Peninsula Traffic Congestion Relief Alliance at [shuttles@commute.org](mailto:shuttles@commute.org) or (650) 588-1600.