



PRESS RELEASE

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San Joaquin Regional Rail Commission Launches ACE Means-Based Fare Program: Community Assistance Program (CAP)

(STOCKTON, Calif.) – The San Joaquin Regional Rail Commission (SJRRRC) is pleased to announce the launch of the NEW Altamont Corridor Express (ACE®) Community Assistance Program (CAP) beginning December 15th, 2020. The ACE CAP discount is a timely initiative to address equity and provide low-income passengers access to the ACE service.

San Joaquin Regional Rail Commission staff is utilizing Caltrans Low Carbon Transit Operations Program (LCTOP) grant award funding to provide up-to 50% discount off regular ACE fare tickets to qualifying applicants as part of the ACE CAP discount for FY 20-21. CAP will involve the coordination with community-based organizations throughout the ACE Corridor to identify and distribute discounted tickets online to individuals that meet a certain income threshold. SJRRRC staff have begun coordinating with community-based organizations throughout the ACE Corridor, including 211 of San Joaquin with Family Resource & Referral Center, to perform income assessments for applicants. “We are very excited about the partnership and look forward to providing this transportation program to the applicants. Connecting San Joaquin callers to much needed resources is a vital part of 211 services,” said Tiffany Phovixay, FRRRC Chief Operation Officer.

Simple Steps for Applying:

- 1. Download ACE Mobile App**
Create an account using the ACE Mobile App by providing a valid email and password to retrieve an **ACE mobile ID #**.
- 2. Apply Online**
Fill out the ACE CAP Application form found on acerail.com/cap-program/. For questions or more information call 1 (800) 411-RAIL (7245).

3. **Get Verified**

Call 2-1-1 of San Joaquin at **1-800-436-9997** for income assessment verification to retrieve a Client ID number.

4. **Submit Form to ACE Ticketing**

Submit ACE CAP Application form to ACE Ticketing Department at Ticketing@acerail.com or in person at the Stockton (Robert J. Cabral) Station, 949 East Channel Street during Ticketing hours of 8am – 5pm, Monday through Friday, for validation within 3 – 5 business days.

5. **Enjoy Your Ride**

Applicant will have access to purchase CAP tickets on the ACE mobile app. In-person ticket purchases will be available at the Stockton (Robert J. Cabral) Station. For ACE Station information visit **acerail.com**.

“We are excited to launch the new ACE CAP program to make the ACE service more accessible to our communities,” says Christina Fugazi, chair of SJRRC. “Our hope is that commuters and families get out of their cars and spend quality time working or relaxing while riding the train.”

The development and implementation of a means-based discount has been a key priority for SJRRC to enhance regional mobility and transit affordability for people with low-incomes. Launching of the CAP program during the current COVID-19 pandemic will increase access to low-income populations still needing to get to essential jobs. While a 50% ticket discount is currently offered to persons with disabilities, seniors, and those with Medicare cards, the inclusion of a means-based discount would offer the same discount for qualifying low-income individuals which previously was not available.

For new ACE riders, the CAP discount offers commuters the flexibility to work on the train without the need to drive and an improved quality of life. For leisure travelers, the new CAP discount provides a safe and scenic ride to their destination. ACE CAP users will have the same transit connectivity that current travelers enjoy. ACE offers free transfers to The Wheels bus service which operates from the Pleasanton Station to connect passengers to the Dublin BART Station, as well as, Santa Clara Valley Transportation Authority’s (VTA) services at the Santa Clara and San Jose Diridon Station.

ACE CAP discount is a one-year pilot program funded by the Caltrans Low Carbon Transit Operations Program (LCTOP), which is one of several programs that are part of the Transit, Affordable Housing, and Sustainable Communities Program established by the California Legislature in 2014 with Senate Bill 862 (SB 862). If ACE CAP is proven successful, the SJRRC will be pursuing additional funds to maintain the service.

The ACE train service is a growing commuter rail service that serves passengers Monday through Friday with service from Stockton to San Jose with stops in Lathrop/Manteca, Tracy, Vasco, Livermore, Pleasanton, Fremont, Great America, and Santa Clara.

For additional information about the NEW ACE CAP discount, visit <https://acerail.com/cap-program/>.

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About the San Joaquin Regional Rail Commission

Governed by a Board of Directors consisting of six full-voting members from San Joaquin County and two special-voting members from Alameda County, SJRRC owns, operates and is the policy-making body for the Altamont Corridor Express (ACE) service, which has been transporting passengers between the Central Valley and Bay Area since 1998. It is also the managing agency of the San Joaquin Joint Powers Authority which manages the Amtrak San Joaquins service. For more information about SJRRC and ACE, visit www.acerail.com or connect through Facebook (@AltamontCorridorExpress) and Twitter (@ACE_train).