

**EXHIBIT A**

**CITY'S SALES OUTLET PROGRAM GUIDELINES FOR  
E-TRAN/E-VAN TRANSIT FARE MERCHANDISE**

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**CITY OF ELK GROVE**  
**SALES OUTLET PROGRAM GUIDELINES FOR**  
**E-TRAN/E-VAN TRANSIT FARE MERCHANDISE**

**1. Program Background**

The City of Elk Grove (“CITY”) provides public transportation services through its e-tran/e-van transportation system. To encourage ridership and accommodate the needs of passengers, the City offers multiple locations and methods to enable passengers to conveniently purchase the City’s e-tran transit fare merchandise, which consists of monthly, 10-ride and daily passes (“Transit Fare Merchandise” or “TFM”). Accordingly, the City will allow approved businesses and other government agencies to sell e-tran/e-van TFM (“Outlet” or “Outlets”), subject to the terms and conditions of these Program Guidelines and a Sale Outlet Agreement signed by the City and the Outlet.

**2. Becoming an e-tran/e-van Sales Outlet**

A business or government agency interested in becoming an Outlet shall submit a written request to the City. The City will review the request and, if the request is approved, the City shall provide the proposed Outlet with a Sales Outlet Agreement for review and execution by a person authorized to bind the business or government agency. The signed original Sales Outlet Agreement must be returned to the City for final review and approval by the City. Once the Sales Outlet Agreement is fully executed, the requesting business or government agency shall be an Outlet eligible to receive and sell TFM.

**3. Ordering Merchandise**

After the Outlet is established to sell *e-tran/e-van* TFM, the Outlet must fully complete the *e-tran/e-van* Consignment Order Form, attached hereto as “Attachment 1,” and return the form to the City by fax at (916) 691-3173. Additional forms are available by contacting the City at (916) 687-3009.

**4. Delivery of Transit Fare Merchandise**

The Outlet will receive *e-tran/e-van* TFM and the Consignment Delivery Form based on the Outlet’s order, which order may be modified in the City’s sole discretion (e.g., the City may reduce the amount requested).

If the Outlet is located within the City of Elk Grove, a representative of the City will make an appointment to personally deliver the TFM. Upon delivery, the Outlet shall verify the quantities and individual serial numbers of the TFM received, and sign a receipt in the form provided by the City.

If the Outlet is located outside the City of Elk Grove, at the City’s discretion, the TFM may be personally delivered to the Outlet in the manner set forth above, or the City may opt to send the TFM to the Outlet by overnight courier. In the event the TFM is sent by overnight courier, the Outlet shall immediately verify the order, and sign and return the enclosed receipt to the City at the fax number or

address stated on the receipt. It is important that before accepting an order, the Outlet verify that the order is complete and correct, and that the TFM received matches the invoice that accompanies the order. Once received, the Outlet is responsible for the full value of the TFM. Should the Outlet find any discrepancy, the Outlet must contact the City’s Transit Services Department at (916) 687-3009 within 5 days after delivery of the TFM to report the discrepancy; the order shall be deemed complete as reported by the City if any discrepancy is not reported to the City within the required 5 days, whether or not the Outlet signs and returns the TFM order receipt.

***e-tran/e-van Monthly Reconciliation***

After transit fare merchandise has been accepted, it is the sole responsibility of the Outlet to sell the TFM. If passes are lost or stolen, the City of Elk Grove will not replace them, and the Outlet shall reimburse the City for the full value of the lost or stolen TFM.

Outlets shall provide City with a monthly reconciliation of all TFM received by the Outlet, in the form attached herein as “Attachment 2.” The City may revise the monthly reconciliation form, in its discretion, and Outlet shall utilize the form provided by the City.

When preparing monthly reconciliation forms, Outlets shall comply with the following:

- Monthly reconciliation forms must be completed and returned to the City of Elk Grove by each 15th of the following month, at the address stated on the monthly reconciliation form.
  - Each month, Outlets shall return to the City all unsold passes for the month along with payment for passes sold, lost and/or stolen. This reconciliation shall match the number of TFM received.
  - Outlets shall submit payment to the City by check, made payable to the “City of Elk Grove.” Cash will not be accepted and the City shall not be liable to Outlet for payments send in cash in violation of this term.
  - Outlets must submit one payment for each invoice. (Do not send multiple personal checks from individual sales.)
5. Outlets agree to allow the City, or City’s designee, the ability to audit the Outlet’s records and inventory at any time. Outlets shall fully cooperate with any audit and provide City, or its designee, with any requested information and/or documentation.
6. ***e-tran Monthly Pass Prices*** Outlets shall sell the monthly TFM at the rates determined by the City, which rates are subject to change with a 30-day prior notice. The current rates are included below. The City will update these Program Guidelines as rates are modified, and provide a copy to Outlet.

<b><u>Commuter 31-Day Pass</u></b>		<b><u>Local 31-Day Pass</u></b>	
General Public	<b>\$100.00</b>	General Public	<b>\$80.00</b>
Senior/Disabled/Discount*	<b>\$ 50.00</b>	Senior/Disabled/Discount*	<b>\$40.00</b>
Student**	<b>\$ 50.00</b>	Student**	<b>\$40.00</b>

*(The 31-Day Pass is good for unlimited rides for 31 days from the date of first use)*

7. ***e-tran 10-Ride Passes*** Outlets shall sell the 10-Ride e-Tran Passes TFM at the rates determined by the City, which rates are subject to change with a 30-day prior notice. The current rates are included below. The City will update these Program Guidelines as rates are modified, and provide a copy to Outlet.

*(10-Ride Pass - Customer inserts the pass in the farebox card slot each time they ride. The number of remaining rides will show on the back of the pass).*

General Public	\$ 22.50
Senior/Disabled/Discount*	\$ 11.00
Student**	\$ 11.00

\* Discount Eligibility Requirements: **Seniors (age 62 years old and older)**

Show RT Discount Card, Senior ID card or birth certificate.

Persons with Disabilities – Show RT Discount Card, DMV placard or Medicare Card.

\*\* Student Eligibility Requirements: **Student (ages 5-18 years old)**

Show student ID card or birth certificate.

8. ***e-van 10-Ride Passes***\* Outlets shall sell the 10-Ride e-Van Passes TFM at the rates determined by the City, which rates are subject to change with a 30-day prior notice. The current rates are included below. The City will update these Program Guidelines as rates are modified, and provide a copy to Outlet.

\* Passengers must be certified eligible for *e-van* service in order to use these passes.

Local	\$35.00
Regional	\$75.00

9. **Sales:** The actual structure of sales hours, locations, personnel etc., shall be determined by Outlet.

### 10. Return Check Policy

Outlet shall pay City a \$25.00 service charge for all returned checks. The City, in its discretion, may exercise all lawful actions necessary to collect amounts owed to the City, and may send unpaid accounts to a collection agency.

### 11. Helpful Materials

Riders Guides, *e-van* Riders Guides and System Maps will be provided to *e-tran/e-van* Sales Outlets free of charge. Occasionally, some marketing materials may also be available. Call (916) 687-3009 to place an order for materials.

*e-tran/e-van* Customer Service Representatives are available to assist with route and schedule information. Call (916) 683-8726 or 511.