

FAQ for Free Rail Pass Program (soft launch phase)

- **What is the IE Commuter Free Rail Pass Program (the Program)?**
 - a. The IE Commuter Free Rail Pass Program is designed to introduce and encourage more Riverside and San Bernardino County residents to experience Metrolink to get to work and/or leisure/recreational destinations with free passes. Metrolink is the regional passenger rail service and one of the best ways to get around Southern California. Metrolink trains have comfortable seating, on board restroom facilities and bicycle racks, and are ADA accessible. The Program is made possible through grant funding and IE Commuter – a program of Riverside County Transportation Commission and San Bernardino County Transportation Authority. While the Program will be launched to a larger audience in 2024, IE Commuter is coordinating directly with selected employer partners on a limited launch.
- **How does the Program work?**
 - a. The Program offers fare-free Metrolink passes to residents of Riverside and San Bernardino counties, allowing them to ride Metrolink for free for a 90-day period.
- **I live outside of Riverside or San Bernardino counties but commute into the Inland Empire for work, can I participate in the program?**
 - a. No, the Program is only available to residents of Riverside and San Bernardino counties.
- **Can I participate in IE Commuter’s \$5/Day Incentive and the free rail pass program simultaneously?**
 - a. Yes, the two programs can be used simultaneously. Visit IECommuter.org/incentives for more information about this and other available incentive programs.
- **How do I participate in the Program?**
 - a. To participate, visit IECommuter.org and follow the steps to create an account and sign up. Once you have logged in to your account, click on “promotions” in the menu to join the “Free Metrolink Pass Program” promotion and follow the instructions to receive your free tickets.
- **Can I use the Program for leisure or recreational trips?**
 - a. Yes, the Program can be used for work, school, leisure or any other purposes. Participants can explore the greater Southern California region and other destinations using the Metrolink train service. Visit metrolinktrains.com/explore to see the new and familiar destinations Metrolink can take you to throughout Southern California.
- **I don’t have a smartphone. Can I still take advantage of the Program?**
 - a. Yes, instead of issuing passes via the mobile app, passes will be issued and replenished through a physical card that will be mailed to you. Contact the IE Commuter team at info@IECommuter.org or 1-866-RIDESHARE (866-743-3742) for assistance.
- **Why does my email address need to be the same on both IE Commuter and Metrolink accounts?**
 - a. The email is your unique identifier used between the IE Commuter and Metrolink systems to issue your free passes.
- **I currently commute to work using Metrolink, can I still get a free pass through the Program?**
 - a. Yes, current riders are eligible for the program as long as they live in Riverside or San Bernardino County.
- **I have more questions about the Program. Who should I contact?**
 - a. Please reach out to IE Commuter at info@IECommuter.org,
 - b. 1-866-RIDESHARE (866-743-3742) or using the Live Chat at IECommuter.org.