

# How to Use Your Clipper Card on AC Transit

## Step-by-Step Guide



**Step 1:** When you board the bus, locate the Clipper card reader near the front door.

**Step 2:** If you are traveling locally on a transbay bus, let the bus operator know before you use your Clipper card so that the card reader can be switched to the local fare, ensuring that you're charged correctly.

**Step 3:** Tag your card by holding it to the Clipper logo on the reader, making sure to hold the card flat.

**Step 4:** Wait for the beep and the green light. The reader will then display your remaining cash balance or pass expiration date.



Named for the clipper ships whose speed revolutionized travel from the East Coast to Gold Rush Era California, the Clipper card gives you quick access to all major forms of Bay Area transit with one easy-to-use card.

## Contact Us:

Need help getting started with Clipper? Get in touch with us.

**Phone:** 877.878.8883  
**Fax:** 925.686.8221  
**TTY/TDD:** 711 or 800.735.2929 (and type Clipper)  
**Web:** [clippercard.com](http://clippercard.com)  
**Email:** [custserv@clippercard.com](mailto:custserv@clippercard.com)  
**Mail:** P.O. Box 318  
 Concord, CA 94522-0318

Find us on **Facebook** and **Twitter** at **Bay Area Clipper**



## CLIPPER ON AC TRANSIT



## ▶ About Clipper<sup>SM</sup>

Clipper is an all-in-one transit card now accepted on AC Transit, Muni, BART, SamTrans, Caltrain and Golden Gate Transit and Ferry. You can add a variety of passes and cash value to customize your card to your own transit needs. Clipper is available for adult, senior, youth and RTC customers.

## ▶ Getting Clipper and Adding Value

There are a lot of ways to get a Clipper card and add value to your card, including visiting **clippercard.com** or one of our Clipper retailers, like a participating Walgreens.



For a complete list of places you can get a Clipper card or add value to it, visit **clippercard.com/retail** or call **877.878.8883**. If you are a youth or senior or you have a disability, you need a special Clipper card in order to purchase discounted passes and receive a discount when paying with cash. To learn how to get your card, call Clipper Customer Service or visit **clippercard.com/discount**.

## ▶ Types of Value

To use your Clipper card on AC Transit, you can add a local or transbay 31-day pass and cash value onto your card. You can set up Autoload at **clippercard.com** to automatically load your 31-day pass when it expires or cash value when your balance is low.

**31-Day Pass:** A 31-day pass loaded onto your Clipper card has the same discounts, rules and functions that the paper version had. Passes for RTC customers are based on the calendar month.

If you add a new 31-day pass in person, while the current pass is still active on your Clipper card, the system will simply extend the expiration date of the current pass by 31 days, meaning there will be no gap between the current pass and the new pass. If you prefer there to be a gap between the expiration date of your old pass and the start date of your new pass, make sure you purchase your new pass only after the old one expires. The new pass will be activated when first used.

If you order your pass online or over the phone, or are signed up for Autoload, your pass will activate the first time you tag your card (by holding your card to the Clipper logo on the card reader) after your previous pass has expired. For example, if you have an AC Transit 31-day pass that expires May 12, the new pass will not become active until the first time the card is tagged AFTER May 12. So, if you do not tag your card again until May 21, the new pass will activate with a start date of May 21 and an expiration date 31 days from the start date.

**Cash Value:** Cash value on your Clipper card works just like cash on AC Transit. Load cash value onto your Clipper card and the fare for each trip will be deducted from your balance. Clipper will automatically calculate discounted cash fares for customers using youth, senior or RTC cards. Cash on your Clipper card can be used to ride all participating transit systems.



## ▶ Transfers

Clipper automatically calculates the appropriate transfer fare between AC Transit buses as well as between AC Transit and BART, so you don't need a paper transfer. All the current rules for local-to-local,



local-to-transbay and local BART-to-bus transfers apply with the Clipper card.

**Upgrading to a Transbay Trip:** If you have a local 31-day or monthly pass on your card but want to pay for a transbay trip with Clipper, you will need cash value on your card to pay the difference between a local and transbay trip. Clipper will calculate the difference and then deduct the appropriate amount of cash to cover the transbay upgrade.

## ▶ Employee Transit Benefits

Clipper works with several transit benefit programs. Whether you receive paper vouchers or commuter debit cards, or you redeem your transit benefits online, you can use your benefits to add value to your Clipper card. To find out if your transit benefit program works with Clipper and to learn how to apply your benefits to a Clipper card, go to **clippercard.com/transitbenefits**.

## ▶ Caring for Your Card

**Avoid Damage:** Don't punch a hole in your card, bend it or alter it in any way. Doing so can damage your card.

**Lost or Stolen Cards:** Lost or stolen cards that are registered can be replaced and balances restored for a small fee. To register your card, contact the Clipper Customer Service Center by visiting **clippercard.com** or calling **877.878.8883**.