

How to Use Your Clipper Card on Muni

Step-By-Step Guide



Step 1: When entering a vehicle or fare gate, locate the Clipper card reader. For cable cars, the conductors have hand held card readers that will verify that you have a monthly pass on your card.*



Step 2: Tag your card by holding it to the Clipper logo on the reader, making sure to hold the card flat.

Step 3: Wait for the beep and green light. Lift the card and continue on to your seat or enter through the fare gate.

*If you ordered your pass online (including with Autoload) or over the phone, be sure your pass is on your card and active before using your card on a cable car.



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
- Email:** custserv@clippercard.com
- Mail:** P.O. Box 318
Concord, CA 94522-0318



CLIPPER ON MUNI



▶ About ClipperSM

Clipper is an all-in-one transit card now accepted on Muni, BART, AC Transit, 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 retailers, like Walgreens.

Seniors (65+) and youth (5 to 17 years) will receive a Clipper card after submitting proper age verification and upon completion of a card application. Persons with disabilities may apply for a Regional Transit Connection (RTC) Clipper ID Card. For a complete list of places you can get or apply for a Clipper card or add value to it, visit clippercard.com or call **877.878.8883**.

▶ Types of Value

To ride Muni with Clipper, you can add a monthly pass, adult 10-ride ticket book and cash to your Clipper card. You can set up Autoload to automatically load monthly passes or 10-ride books when they expire or cash value when your balance is low.

Monthly Passes: Monthly passes offer the same benefits as the paper versions: unlimited rides on

all Muni vehicles for one month. At this time, only customers with either a monthly pass or Fast Pass[®] (also valid on BART within the city of San Francisco) on their Clipper cards can use Clipper to ride the cable cars.

Adult 10-ride Ticket Book: The 10-ride ticket book on your Clipper card works just like a booklet of 10 paper tickets. Clipper will subtract each "ticket" from your balance of 10.

Cash Value: Cash value on your Clipper card works just like cash on Muni. Load cash value onto your Clipper card, and the fare for each trip will be deducted from your balance. Clipper will automatically calculate any applicable discounts for riders using senior, youth or RTC cards. Cash value on your Clipper card can be used on any participating transit system.

IMPORTANT: Customers using cash value or a 10-ride book as fare payment cannot use their Clipper card on the cable cars at this time.

▶ Transfers

When using cash value or a 10-ride book on your Clipper card to pay your fare, Clipper will automatically apply any appropriate discounts or



transfers, so you do not need to take a paper transfer with you when transferring to another Muni vehicle or another transit system. You must tag your card each time you transfer so that the card reader can confirm the transfer period is still in effect.

If you pay your Muni fare with cash on your Clipper card, you will receive a discount when transferring to Golden Gate Transit and Ferry. If you transfer from Golden Gate Transit and Ferry to Muni, you will receive a discount on your Muni fare when paying with cash on your Clipper card.

When you transfer from BART to Muni using an adult Clipper card, you will receive a discount on your Muni cash fare. These discounts do not apply to customers using a Muni monthly pass or 10-ride book on their cards.

▶ 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 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 fee. To register your card, contact the Clipper Customer Service Center by visiting clippercard.com or calling **877.878.8883**.