

# New to Clipper?



Clipper automatically figures out the cost of your ride, including all discounts and transfers. Just **tag and go!**

You can add any combination of cash value—accepted on all participating Bay Area transit systems—or 31-Day passes. You can also earn a Day Pass for unlimited rides on most County Connection, Tri Delta Transit, WestCAT and Wheels routes once you pay \$3.75 in cash value fares in a single day (\$1.75 for seniors and RTC customers).

LOCATION	GET CARD*	ADD VALUE TO CARD
clippercard.com	✓	✓
Walgreens, Whole Foods Market and other retailers	✓	✓
Participating transit agency ticket offices	✓	✓
BART and VTA ticket machines (cash value only at BART machines)	—	✓
Muni and Golden Gate Ferry ticket machines	✓	✓
Clipper Customer Service Centers	✓	✓
Clipper Customer Service 877.878.8883	✓	✓
Your workplace transit benefit program	✓	✓

\*Adult Clipper cards cost \$3.

Visit [clippercard.com](http://clippercard.com) for a full list of retail, customer service center, ticket machine and Add Value machine locations.

# Fast. Easy. Secure. Reusable.

Your Clipper card is all you need to travel on these Contra Costa County and Tri-Valley area transit services:

**County Connection  
Tri Delta Transit  
WestCAT  
Wheels**

You can also use Clipper on these Bay Area transit services:

**AC Transit • BART • Caltrain  
City Coach • FAST  
Golden Gate Transit and Ferry  
Marin Transit • Muni  
Petaluma Transit • SamTrans  
San Francisco Bay Ferry  
Santa Rosa CityBus • SolTrans  
Sonoma County Transit  
The VINE • VTA**

## Why Clipper?

Clipper offers benefits like balance protection for lost cards, automatic reloading of your pass or cash value, and easy transfers between systems.



Clipper is the all-in-one transit card accepted on most Bay Area transit systems.

## Contact Us

Need help or have a question? 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

Follow:



Bay Area Clipper



# Clipper

Your All-in-One Transit Card

**County Connection  
Tri Delta Transit  
WestCAT  
Wheels**



[clippercard.com](http://clippercard.com)

# Using Your Clipper Card

## Tag Your Card

1. When you board the bus, find the Clipper card reader.
2. Hold your card flat against the Clipper logo on the reader.
3. Wait for the beep and green light. Then continue to your seat.

You must tag your Clipper card every time you board, even if you have a 31-Day Pass—your tag is your proof of payment.

### **If you use your card on transit systems that charge by the distance you travel—**

BART, Caltrain, Golden Gate Transit, San Francisco Bay Ferry and Sonoma County Transit—you'll need to tag at the beginning of your ride and again at the end of your ride. This ensures Clipper only charges you for the distance you actually traveled.

## Maintain a Balance

To use Clipper on County Connection, Tri Delta Transit, WestCAT and Wheels, you must have a 31-Day Pass or a minimum cash value balance of \$1.75 on an adult or Youth Clipper card, or 75 cents on a Senior or RTC Clipper card. If you don't, the card reader will beep three times and display a red light when you tag it. You'll then have to pay your fare with cash.

Visit [clippercard.com](http://clippercard.com) for minimum balance requirements on other services.



## Autoload Your Card

Never run out of value! Set up Autoload at [clippercard.com](http://clippercard.com) to automatically add cash value or a 31-Day Pass to your Clipper card through your credit card or bank account when your cash balance falls below \$10 or your pass expires.

## Check Your Balance

Card readers will display your cash value balance or pass expiration date when you tag. You can also check your balance online or through Clipper Customer Service.

## Transfer to Other Systems

Clipper automatically calculates transfers—you don't need a paper transfer if you transfer to another route or another transit agency that accepts Clipper. Just tag your Clipper card each time you transfer.

If you are transferring to an agency that does not accept Clipper, please ask the driver for a paper transfer when you board your first vehicle.

Visit [511.org](http://511.org) for detailed information about fares, passes and transfer policies.

## Participating Transit Agencies and Clipper Passes Accepted

To determine the best value for you, visit your transit agency's website for detailed fare information.

### County Connection



- East Bay Regional Local 31-Day Pass\*
- East Bay Regional Express 31-Day Pass

\*If you buy the local pass but also ride express buses, you must either have enough cash value on your card to cover express route upgrade fees or pay cash.

### Tri Delta Transit



- Tri Delta Transit 31-Day Pass (only available for adult and youth customers)
- East Bay Regional Local 31-Day Pass
- East Bay Regional Express 31-Day Pass

- The **East Bay Regional Local 31-Day Pass** is accepted on County Connection, Tri Delta Transit, WestCAT (except Lynx Transbay service) and Wheels local bus services.
- The **East Bay Regional Express 31-Day Pass** is accepted on local and express bus services offered by County Connection, Tri Delta Transit, WestCAT (except Lynx Transbay service) and Wheels.
- East Bay Regional Express and Local 31-Day passes are each offered at a single price for adult, youth, senior and RTC customers.

## Protect Your Card and Its Value

- Register your card for free. Visit [clippercard.com](http://clippercard.com) or call 877.878.8883.
- Clipper can replace a registered card and restore its balance for a small fee.
- Don't punch a hole in your card, bend it or alter it in any way. Doing so can prevent your card from working properly.

### WestCAT



- WestCAT 31-Day Pass (not accepted on the Lynx route)
- WestCAT Lynx 31-Day Pass
- East Bay Regional Local 31-Day Pass
- East Bay Regional Express 31-Day Pass

### Wheels



- Wheels 31-Day Pass
- East Bay Regional Local 31-Day Pass
- East Bay Regional Express 31-Day Pass

### Earn Day Passes for Unlimited Rides

If you pay with cash value, you can automatically earn a Day Pass for unlimited rides in a single day on most County Connection, Tri Delta Transit, WestCAT and Wheels routes. Once you pay \$3.75 in fares in a day (\$1.75 for senior and RTC customers) on any combination of these transit services, your rides will be free of charge for the rest of that day. Free rides and fares paid on the WestCAT Lynx route do not apply toward a Day Pass.

## Discount Cards

Youth, seniors and people with disabilities can get Clipper cards for discounted rides. Learn more:

- [clippercard.com/discounts](http://clippercard.com/discounts)
- 877.878.8883
- TTY/TDD: 711 or 800.735.2929 (and type "Clipper")

For more information about Clipper, visit [clippercard.com](http://clippercard.com).