



# Welcome

## to the Alameda CTC Student Transit Pass Pilot Program

The Alameda County Transportation Commission (Alameda CTC) is pleased to offer you the Student Transit Pass Pilot Program. Please keep this Guide for future reference. The Pass on your Clipper® card provides travel on AC Transit's local service. It's a great way to get to and from school and extracurricular activities!

### Using Your Pass

Your Pass is on a Clipper adult fare card. Each time you board AC Transit, simply "tag" your Card on the Clipper card reader. The

"beep" indicates the reader has recognized your Pass. Three beeps indicate your Card has been misread by the reader. Try again. If the Card still doesn't work, it might be damaged or defective (see the "Help with Your Card" section of this Guide).

### Pass Validity

As long as you're an eligible student at one of the Alameda CTC Pilot schools, your Pass will be automatically renewed on your Card each semester for the duration of the pilot program.

If you are no longer eligible for a Pass with the Pilot Program, you can still use Clipper. Register for a Clipper youth card by applying at [www.clippercard.com](http://www.clippercard.com) (or calling (877) 878-8883) to add value or passes to your new card and receive discounted youth fares. Your Alameda CTC Student Transit

# Contact Us

For questions about your Pass, contact  
[studentpasspilot@alamedactc.org](mailto:studentpasspilot@alamedactc.org).

### Contacting Clipper Customer Services

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

**Phone:** (877) 878-8883

### Using AC Transit

**Web:** [actransit.org](http://actransit.org)

**Maps & Schedules:** [actransit.org/maps](http://actransit.org/maps)

**Trip Planning:** [actransit.org](http://actransit.org) (click "Trip Planner")

**Real-Time Departure Information:** [actransit.org/realtime](http://actransit.org/realtime)

### Contacting AC Transit:

**Web:** [actransit.org/customer](http://actransit.org/customer)

**Phone:** (510) 891-4777 or call 511 (and say, "AC Transit")

**Hearing and Speaking Impaired TDD:**  
(800) 448-9790

**Lost & Found:** (510) 891-4706

**Accessible Services:** (510) 891-7261

**Free Language Assistance:** (510) 891-4777

# Alameda County Transportation Commission Student Transit Pass Pilot Program



# User Guide



Alameda-Contra Costa Transit District  
1600 Franklin Street  
Oakland, CA 94612  
(510) 891-4777 or 511 (and say "AC Transit")  
Visit [actransit.org](http://actransit.org)





Pass Pilot card will not allow you to add discounted youth fares on it.

### Help with Your Card

#### Lost, Stolen, Damaged, and Defective Cards

If your Card has been lost, stolen, or is damaged or defective, call Clipper for a replacement card. If you prefer you can also visit your school's Administrative Office, and they'll help you order a replacement card.

Remember to tell them that you're a part of the Alameda CTC Student Transit Pass Pilot Program and provide the name of your school.

You will have to pay a \$5 Fee (payable to Clipper) before a new card can be issued. A replacement Card will be mailed to your school Administrative Office; the office will alert you when it is ready for pick up.

Also, keep in mind that it will take about five to seven business days to get your replacement card. Contact your school's Administrative Office if you have questions about paying for your AC Transit fare while awaiting your new Card.

### About Clipper

Clipper is the all-in-one transit card for the Bay Area. For more information about using Clipper, go to [clippercard.com](http://clippercard.com) or call Clipper Customer Services at (877) 878-8883.

### Rules of the Road!

Your Pass allows you to ride on AC Transit local service. But remember:

- The Pass is valid only for the person identified on your Clipper Card.
- Don't sell or share your Pass. The Pass is not transferable or refundable, and will be revoked if used by anyone else.

- The Pass must be validated for each trip by tagging the Card reader each time you board the bus.
- Your Card must be presented to AC Transit personnel for inspection upon request. AC Transit personnel have the right to confiscate your Clipper Card if they feel the Pass is being used fraudulently.
- A fine of up to \$250 (or community service) can be imposed for the misuse of your Pass with the intent to evade the payment of fares (California Penal Code 640).

