



STUDENT TRANSIT PASS PILOT 2018-2019 FREQUENTLY ASKED QUESTIONS – LIVERMORE

What is the Student Transit Pass Pilot?

The Student Transit Pass Pilot is a three-year pilot program sponsored by the Alameda County Transportation Commission (Alameda CTC) and funded by Measure BB, a countywide sales tax measure. The Pilot's purpose is to make it easier to travel to and from school and school-related programs, jobs, and other activities, expanding transportation options for Alameda County's middle and high school students. The three-year Pilot is expected to run from August 2016 through July 2019, with the hope of creating a basis for a countywide student transit pass program (funding permitting).

Twenty-one schools in Alameda County are participating in this program during the 2018-2019 pilot year. If you're a full-time student enrolled at one of these schools for the 2018-2019 school year, you are eligible to receive a Student Transit Pass as part of this pilot program.

Eligible Schools

- Livermore High School
- East Avenue Middle School
- Christensen Middle School
- Del Valle High School

What is the Student Transit Pass?

The Student Transit Pass is a Clipper Card that provides unlimited access to LAVTA/Wheels bus services. The Pass is designed to be valid for the entire year.

How much does the Student Transit Pass cost?

It's free!

How do I get a Student Transit Pass?

To receive a Pass, you must fill out a registration/consent form completely, sign it (and have your parent or legal guardian sign it if you're under 18 years old), and return it to your school's student transit pass administrator in the front office. Even if you had a pass in the 2016-2017 school year, you must return a new registration/consent form this year to get the new Pass. If you hand in this form **before August 20**, your card should arrive at your school before September 1. Don't forget to pick it up in the front office!

You can hand in the registration/consent form at any time. Registration/consent forms are processed on a **monthly** basis, so students who hand in forms after August 20 may not receive their passes until October 1. We strongly recommend handing it in as soon as possible so you can start using your free Student Transit Pass right away!

I already have a Clipper Card. Can I combine my Clipper Cards?

No. You should keep your other Clipper Card and Student Transit Pass Clipper Card separate. Do not add any e-cash or other transit passes to this Student Transit Pass Clipper Card. If you lose your Student Transit Pass Clipper Card, we may not be able to replace any other passes or money you add to it.

How do I use my Student Transit Pass?

As soon as you board a LAVTA/Wheels bus, touch your Student Transit Pass Clipper Card to the card reader near the door. If the driver or anyone else who works for LAVTA/Wheels, you must show your Clipper Card and student ID card. If it's the first time you're using the Pass and it isn't showing up on the card reader, you might have to tap the Clipper Card a few times. If you have any questions about boarding a bus, or how to signal for a stop, just ask the bus driver!

Can I lend someone my Student Transit Pass?

No. Your Student Transit Pass has been specially assigned to you, and is for your use alone. If your Pass is found being used by someone else, and has not been reported as lost or stolen, you may lose the privilege to participate in this program and may not be allowed to receive a replacement Student Transit Pass.

My Student Transit Pass was lost/stolen/broken! How do I get a new one?

Notify your school's student transit pass administrator right away. She will need your full name and permanent student ID number to report your card and request a replacement. Your new card should be mailed to your school in about ten days. If you request a replacement Pass more than twice, you might not be allowed to participate in the program, or you may be required to pay a replacement fee.

What if I have an issue with my pass during school vacation?

You can call LAVTA/Wheels Customer Service at 1-925-455-7500 Monday through Friday from 5 a.m. to 6:45 p.m. You can also email studentpasspilot@alamedactc.org.

Is there anything else I have to do to participate?

If you choose to participate and receive a Pass, you might be asked to take a few short surveys to help us improve the program. Any surveys will be quick and easy, and will give you a chance to help us make the Pilot Program better for you and your classmates.

I have more questions. Whom should I talk to?

Your school's student transit pass administrator in the front office can help answer any of your questions. You can also send feedback to studentpasspilot@alamedactc.org. We love hearing about your experience using the Student Transit Pass, so please don't be shy!



Registration, Consent and Release Form

Please review the information on the front and back side of this page and, if you agree to the terms, complete and sign the form in the spaces provided. Students under age 18 must also have their parent or legal guardian sign and date the form in the spaces indicated. Return the completed form to your School Site Administrator.

The Student Transit Pass

The Student Transit Pass (“Pass”) is a free transit pass that provides student pass holders unlimited access to the LAVTA Wheels bus system. All students at Del Valle and Livermore High Schools and Christensen and East Avenue Middle Schools in Livermore Valley Joint Unified School District are eligible to receive a Pass. Students will be eligible to receive transit pass(es) once their registration in the program is confirmed.

The Student Transit Pass Pilot Program

The Pass is provided as part of the Student Transit Pass Pilot (“STPP”), a three-year pilot program sponsored by the Alameda County Transportation Commission (“Alameda CTC”), and funded by Measure BB, a local transportation sales tax measure. The pilot program is expected to run from August 2016 through July 2019. The STPP aims to reduce barriers to transportation access to/from schools, improve transportation options for middle- and high-school students, build support for transit, and develop an effective three-year pilot program that can serve as the basis for a countywide program (funding permitting).

Collection, Use, and Deletion of Participant Information

Participants in the STPP (“Participants”) agree to allow Alameda CTC, its employees and contractors, and other third parties referenced herein (collectively, “Alameda CTC Parties”) to collect and utilize information about each Participant’s Pass usage solely for evaluating the STPP. Alameda CTC Parties will collect information on the time, date and location of Participants’ transit trips from their registration date in the program until the completion of the pilot program. This information will be disassociated from Participants’ personally identifiable information to analyze and report on the costs and benefits of the STPP in aggregate.

Participants also agree to complete and submit surveys about their transit usage and perceptions. Additionally, Alameda CTC may use Participants’ personally identifiable information to investigate possible fraud or misuse of the Pass.

Participants may stop participating in the STPP at any time by providing notice to the school office. As soon as practical after receiving such notice, Alameda CTC will cancel that Participant’s Pass, thereby ceasing the collection of any new data related to that individual.

An individual who is no longer participating in the STPP may request that Alameda CTC delete his or her previously-collected data by providing a written request therefor to the School Site Administrator.

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Release

The undersigned Participant, for him or herself, and on behalf of his/her heirs and assigns, hereby releases Alameda CTC from all claims arising out of the collection, storage, and use of information, including personally identifiable information, that Participant provides or that is collected about the Participant in connection with the STPP. By signing below, the Participant grants permission for Alameda CTC to use his/her/their image or likeness in any and all publications and materials related to the STPP without payment or consideration, and further waives all rights to inspect or approve the uses of such images or likenesses.

Terms of Use

A Participant may not allow any other person(s) to use the Participant's Pass. Participants may be disqualified or suspended from further participation in the STPP for allowing unauthorized use of their pass(es). Additionally, an unauthorized person using a Pass may be subject to criminal/civil penalties under California Penal Code Section 640 (c). Alameda CTC may inspect the Pass at any time.

Lost cards must immediately be reported to the School Site Administrator.

The undersigned Participant represents and warrants he/she has read and understands the information in the foregoing STPP Registration, Consent, and Release Form, and hereby does authorize, consent, and agree to the terms hereof.

Name of School: Christensen Middle School
 East Avenue Middle School

Del Valle High School
 Livermore High School

Student's First Name: _____

Last Name: _____

Student's Permanent School ID#: _____

Student's Age: _____

Student's ZIP Code: _____

Student's Grade: _____

Student's Signature: _____

Date: _____

IF STUDENT IS YOUNGER THAN 18 YEARS, A PARENT AND/OR LEGAL GUARDIAN MUST ALSO COMPLETE THE FOLLOWING:

I, the undersigned, hereby warrant that I am the parent and/or legal guardian of the minor Participant identified above, and that I have full authority to authorize, consent, and agree on the Participant's behalf to the STPP Registration, Consent and Release Form, which I have read and which I understand, including how to withdraw a student from the program. I hereby do so authorize, consent, and agree on the Participant's behalf.

Parent/Legal Guardian

Name: _____

Date: _____

Signature: _____