



## STUDENT TRANSIT PASS PILOT 2018-2019 FREQUENTLY ASKED QUESTIONS – OAKLAND, SAN LEANDRO, NEWARK

### 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 transportation 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 school year. If you're a full-time student enrolled at one of the schools listed below for the 2018-2019 school year, you are eligible to receive a Student Transit Pass as part of this pilot program.

#### Eligible Schools

- Castlemont High School (Oakland)
- Fremont High School (Oakland)
- McClymonds High School (Oakland)
- Oakland High School (Oakland)
- Frick Impact Academy (Oakland)
- Westlake Middle School (Oakland)
- Roosevelt Middle School (Oakland)
- John Muir Middle School (San Leandro)
- San Leandro High School (San Leandro)
- Newark Memorial High School (Newark)
- Newark Junior High School (Newark)

### What is the Student Transit Pass?

The Student Transit Pass is a free Clipper Card that provides unlimited access to AC Transit 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?

If you already had a Student Transit Pass last year and aren't graduating or changing schools, your pass will continue to work! Keep using it as before and let your school's student transit pass administrator in the front office know if you have any questions or issues.

If you don't already have a Pass, you should complete a registration/consent form, including a parent signature if you are under 18. 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 an AC Transit bus, tap your new Student Transit Pass Clipper Card at the card reader near the door. If the driver or anyone else who works for AC Transit asks, 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; it has your name printed on it, 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?**

See the attached Clipper card replacement guide! You can replace a pass online or by phone. 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 for the full cost of the Pass.

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

You can call AC Transit Customer Service at 1-800-735-2929 Monday through Friday from 6 a.m. to 7 p.m. and Saturday and Sunday from 9 a.m. to 5 p.m. You can also email [studentpasspilot@alamedactc.org](mailto:studentpasspilot@alamedactc.org).

### **Can I use my Student Transit Pass on BART?**

Your Clipper card only works on AC Transit. High school students who have a Pass are also eligible to receive one BART youth fare ticket valued at \$50 after completing a BART Ticket Request Form. The BART ticket does not expire and cannot be replaced if lost or stolen.

### **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](mailto: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 AC Transit bus system. All students at San Leandro High School and John Muir Middle School in San Leandro Unified School District are eligible to receive a Pass. San Leandro High School students may also receive one free \$50 BART ticket in the 2018-19 school year. 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.

**Continued** →



## 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:  John Muir Middle School

San Leandro 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: \_\_\_\_\_

# STUDENT TRANSIT PASS PILOT - BART TICKET REQUEST FORM

Complete this form and return to your school's student transit pass program administrator.

Participant's First Name:

Last Name:

Participant's Permanent School ID#:

Participant's Age:

Participant's Zip Code:

Participant's Grade:

For what kind of trips do you plan to use this BART Ticket? Mark all that apply.

School

Afterschool activities (sports, lessons, clubs, etc.)

Social/recreational (friends, family, entertainment, etc.)

Work

Other (please specify): \_\_\_\_\_

Do you ever ride BART? If yes, how often?

No, I don't ride BART

Yes, I ride it 1 day a week or less

Yes, I ride it 2-3 days a week

Yes, I ride it 4-5 days a week

Yes, I ride it 6-7 days a week

If you ride BART, how do you pay?

Orange Youth Discount Fare paper ticket

Blue Regular Fare paper ticket

Clipper card

I don't ride BART

Other: \_\_\_\_\_

By signing this form below, I confirm that I understand that I may receive only one ticket per school year, and this ticket is not eligible for replacement.

Student's Signature:

Date:

# NEED TO REPLACE YOUR CLIPPER CARD?

*Here's what you need to know.*



## CLIPPER CARD QUICK TIPS

**Register** Your Clipper card online right away. Your Clipper card must be registered online or by phone to get a replacement card.

**Write down or photograph** your Clipper card serial number. (see below)



## Replace BY PHONE

- Call Clipper Customer Service at **1-877-878-8883** weekdays from 6 a.m. to 8 p.m., and weekends from 8 a.m. to 5 p.m.
- Say, **"Hi, my name is [your name], and I go to [your school name]. I have an AC Transit Student Transit Pass that I need to replace."** You must provide this information to ensure that you receive the proper replacement card.
- You might be asked to register your card and if so, provide your name and mailing address. You can provide your school's address if you do not want to use your home address.
- You will be asked to pay a \$5 fee for the new card. Have a credit card ready to make this payment.
- Confirm with the representative that your new card will be mailed to your school in 1-2 weeks.
- After 1 week, check with your school administrator's office to see if your card has arrived.
- If you have any problems during this process, please write down the date/time of your call, and the name of the person you spoke with, and give this information to your school's student transit pass administrator.
- If you do not receive your card within 3 weeks, please contact Clipper Customer Service or see your school's student transit pass administrator.

**DON'T FORGET, your Clipper card has value!**

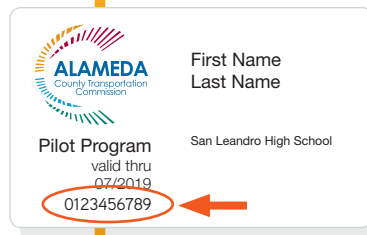
The card you were issued is for your use only, so remember to keep it in a safe place.



## Replace ONLINE

STEP 1

### Locate your Clipper card serial number

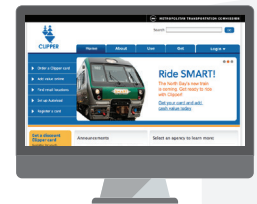


It's the **10-digit number** on the bottom left side of the back of your card.

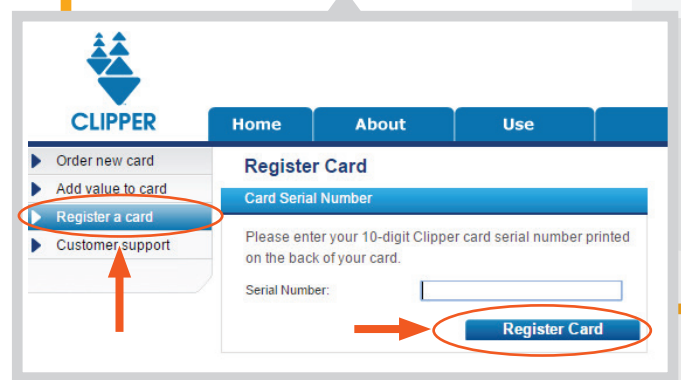
*If you don't have it, don't worry!* Ask your school's student transit pass administrator in the main office.

STEP 2

### Register your Clipper card



Go to [www.clippercard.com](http://www.clippercard.com). Click **"Register a card"** on the left menu. Before you can get a replacement card you must register the lost card. Enter the lost Clipper card serial number and click **"Register card."**



## STEP 3

# Create New Account

Once you've entered your serial number, you'll be asked to create an account. Click **"Create new account"** and fill in your information. Then click **"Next"** and you should see the Clipper card with the serial number you registered.

Include an **email address** that you can access.

If you'd rather not provide your home address, you may enter **your school's address**.

**Create a strong password!** It must include three of the following: upper-case letter, lower-case letter, a number, or a special symbol (!, @, #, \$, %, ^, \*, ?, \_, & or ~).

## STEP 4

# Report Lost or Stolen Card

Click on **"Report lost, stolen, or damaged card"** on the left. Make selections as requested and click **"Submit"** when finished.

In order to receive a replacement card, please select "Replace my card and restore remaining value (\$5 balance restoration fee)." Then enter the payment information.

Update the billing address for the credit card if it is different from the one you used to create your Clipper card account.

Don't worry about updating the mailing address: **the new card will be mailed to your school.**

Once you click **"Submit"** the card will be deactivated immediately.

## STEP 5

# Congratulations, you're finished!!

Just a few tips:

- Write down your **reference number** for safekeeping.
- In about a week, go to the school administrator's office to see if your card has arrived.
- If you have not received your card within three weeks, please contact Clipper Customer Service or see your school's student transit pass administrator.



The Student Transit Pass Program is funded by Measure BB, Alameda County's transportation sales tax approved by voters in 2014.

### Still have questions or need help?

Call Clipper Customer Service at **1-877-878-8883** weekdays from 6 a.m.-8 p.m., and weekends from 8 a.m.-5 p.m. You can always ask your school's student transit pass administrator for assistance, or send an email to [studentpasspilot@alamedact.org](mailto:studentpasspilot@alamedact.org).

