



STUDENT TRANSIT PASS PROGRAM 2019-2020

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FREQUENTLY ASKED QUESTIONS – EMERYVILLE USD, OAKLAND USD, ALAMEDA OFFICE OF EDUCATION

What is the Student Transit Pass Program?

The Student Transit Pass Program (STPP) provides free youth Clipper cards to eligible middle and high school students which can be used for unlimited free bus rides on AC Transit, as well as a 50 percent discount on BART trips and youth discounts on other transit systems. The Pass makes it easier for students to travel to and from school and school-related programs, jobs, and other activities.

How much does the Student Transit Pass cost?

The pass is free; it allows students to travel free of charge on the AC Transit system, and provides a 50% discount on BART until you turn 19 years old.

How do I get a Student Transit Pass?

6th-12th grade students enrolled at a participating school are eligible for the Student Transit Pass. The list of participating schools can be found at www.alamedactc.org/programs-projects/student_pass/. To receive a pass, please complete an application, including a parent or guardian signature if you are under the age of 19. Return the application to your school's main office. You will receive your Student Transit Pass at school within approximately one month of submitting your registration form during the beginning of the school year and within two weeks after October. Do not forget to pick it up in the front office.

What if I participated in the Student Transit Pass Pilot?

If you participated in the Pilot program, your card will expire in July 2019. You must fill out a new application in order to receive a pass for the next school year. Your new pass will be delivered to your school.

I did not participate in the Pilot but I already have a Youth Clipper Card. Do I need to complete an application?

The Student Transit Pass can be loaded on to an existing youth Clipper card. If you already have a youth Clipper card, provide the card's 10-digit serial number on your application.

Can I add E-Cash to the Pass?

Yes, you can add E-Cash to the card to help pay for BART and other transit services. The Clipper card you receive is reloadable; you can add value online at www.clippercard.com, over the phone (877-878-8883), in person at participating retailers, transit agency ticket machines, Clipper Customer Service Centers, and Clipper Add Value machines. A list of locations can be found on the Clipper card webpage at www.clippercard.com.

How do I use my Student Transit Pass?

When you receive your Pass, create an online profile at www.clippercard.com. This will make it much easier to load E-Cash and request replacements if your card is either lost or stolen!

As soon as you board the bus, tap your Clipper Card on the card reader near the door. On BART, tap your Pass at the fare gates as you enter the station. Note: You might have to tap the Clipper card a few times on the card reader if it is the first time you are using the card.

Tapping a Clipper card on AC Transit



Tapping a Clipper to ride BART



Can I lend someone my Student Transit Pass?

No. Your Student Transit Pass is registered to you. If your Pass is 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?

You can replace a pass online or by phone. Visit www.clippercard.com or call Clipper Customer Service at 877-878-8883. Clipper customer service is open Monday – Friday, 6 a.m. to 8 p.m. and Saturday and Sunday, 8 a.m. to 5 p.m. Tell the customer service representative that your Clipper card is a “Student Transit Pass.”

It is helpful to have the serial number of your lost card on hand, but it is not required to replace your card. Your replacement card will be sent to your house (to the address you put on your application), not to your school.

How long will my Student Transit Pass be valid?

The Student Transit Pass is valid through your high school graduation date as long as you continue to be enrolled in a participating Alameda County school and under age 19. For a full list of Alameda County schools currently participating, please refer to www.alamedactc.org/program-projects/studentpass/

Who should I talk to if I have more questions?

Your school’s Student Transit Pass administrator in the front office can help answer any of your questions. You can also send feedback to studentpass@actransit.org.



YOUTH APPLICATION ALAMEDA COUNTY STUDENT TRANSIT PASS PROGRAM Alameda County Office of Education

APPLICATION INSTRUCTIONS

Complete and submit this application to obtain a free Student Transit Pass on a Youth Clipper card if you are enrolled at an eligible school.

DISCOUNTED FARES

Youth Clipper cards calculate discounted youth fares based on age and eligibility. Cards are available for youths aged 5 to 18.

Step 1: CARDHOLDER CONTACT INFORMATION All fields in Step 1 are required.

First Name _____ Middle Initial _____ Last Name _____

Address _____ Apt # _____ City _____ State _____ Zip Code _____

Day Phone _____

Step 2: CLIPPER ACCOUNT INFORMATION

If Student already has a Youth Clipper card (NOT a Student Transit Pass Pilot card), provide 10-digit card number located on back of card:

Clipper requires you to provide student's email address for verification purposes:

Note: You will be asked this question each time you contact Clipper Customer Service to access your card information in person or via phone or email.

Step 3: CARDHOLDER PROOF-OF-AGE DOCUMENT

Date of Birth (MM/DD/YYYY) _____

Student ID Number _____

School Name _____

Staff Member Verification of Date of Birth:

Initials _____ Date _____

Step 4: SIGNATURE Signature is required.

By signing, I attest that the information on this application is true and correct.

Parent or Guardian Signature _____ Date _____

Step 5: SUBMIT APPLICATION

Submit your application to your school's front office.

Questions? Call Clipper Customer Service at 877.878.8883. Please view the Clipper Privacy Policy at clippercard.com/privacy.